Quality, Environmental & Information Security Policy

In pursuit of its primary objectives, it is the policy of Print Data Solutions Ltd (PDS) to maintain a business management system that is designed to meet the requirements of:

- ISO 9001:2015
- ISO 14001:2015
- ISO 27001:2017.

Through the Quality, Environmental & Information Security Policy, PDS has stated its commitment to:

- Provide clients with high quality products and services which are always fit for purpose and fully meet their requirements

- Comply with ISO 9001:2015, ISO 14001:2015 & ISO 27001:2017 standards, and in accordance with the requirements of the Forest Stewardship Council (FSC), British Printing Industries Federation (BPIF), British Promotional Merchandise Association (BPMA), the Direct Selling Association (DSA), Two Sides & Planet Mark.

- Enhance the skills of all employees through a programme of continuous professional development and regular review

- Provide the necessary resources and equipment to enable employees to effectively perform the tasks within their job roles

- Promote a culture of continuous quality improvement and a philosophy of getting things 'right first time'

- Control and monitor the production, delivery and completion of all projects including those undertaken by approved supplier partners based on a robust risk assessment

- Promote and maintain an appropriate business management system that benefits from continuous improvement through internal auditing, management review, and a blend of preventive and corrective action

- Support the protection of the environment by monitoring our carbon footprint, preventing pollution and promoting the use of sustainable resources

- Focus on the reduction of hazards, prevention of injury, and the promotion of health and wellbeing in the workplace

- Ensure that all employees are made aware of their individual obligations in respect of the Quality, Environmental & Information Security Policy

In the interests of continuous improvement, all quality, environmental and ISM systems, and processes are regularly reviewed by directors to ensure that these remain appropriate and meet the needs of the business. The PDS business management system is subject to both internal and external audits on an annual basis.

Kate Shelton - Director
1st March 2023

Quality Objectives

Processes are regularly reviewed by directors to ensure that these remain appropriate and meet the needs of the business.

- **Compliance**
  Maintain an effective quality management system that complies with ISO9001:2015. This is monitored through regular internal audits and annual reviews from the British Assessment Bureau with the aim of maintaining accreditation.

- **Growth through quality**
  Grow business progressively while maintaining a focus on the quality of its services. This is measured through internal performance statistics which help the business to monitor and maintain a high level of quality that serves to enhance its reputation amongst clients and achieve year-on-year growth. Regular reviews by Directors ensure that annual objectives remain on track to be achieved.

- **Conformity**
  Conduct business in an ethical and professional manner at all times, monitored through annual legal and environmental reviews carried out by the BPIF (British Printing Industries Federation).

- **Acting on feedback**
  Satisfy clients' requirements and always endeavour to achieve an outcome that is 'right first time'. This is measured by reviewing project data, client feedback through Trust Pilot.

- **Effective review**
  Openly admit any mistakes and work to rectify these without delay. This is measured through the maintenance of non-conformance records, the recording / monitoring of complaints, client feedback and ongoing supplier ratings.

- **Employee management**
  Enhance the skills of all employees through a programme of continuous professional development. This is measured through the maintenance of training and development records for all staff and by ensuring that annual appraisals take place alongside manager reviews.

- **Community Engagement**
  Any business undertakings are conducted as ethically as possible. This Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.
  This is measured by annual reviews with the BPIF.

Environmental Objectives

PDS has assessed the impact of its activities within an environmental context and set out its objectives as part of an Environmental Management System (EMS). Responsibility for the EMS is shared by all employees and is overseen by directors. Internal audit procedures have been established to monitor the environmental objectives and highlight any issues. PDS has devised an Environmental Action Plan (EAP) that is formally reviewed and amended on a quarterly basis following an internal audit process.

Procurement

PDS is committed to working with partners and suppliers that carefully manage their own environmental impact. All suppliers to PDS are rated and ranked based on their order activity and accreditations, generating an approved supplier list for each specific service that is reviewed annually through a process of internal audit.

Business activities

PDS strives to achieve consistently high environmental standards in all its activities including the reduction of waste, through re-use or recycling and through effective disposal. Working with Planet Mark PDS annually review the organisations carbon output. Aiming to reduce this by at least 5% each year.

This is implemented by:
- Assessing the environmental impact of business operations on a regular basis and keeping up to date with recognised best practice. Regular internal audits are carried out by each department and areas for improvement are highlighted. Any discrepancies are addressed and processes to rectify these are highlighted via staff training and communications.
- Making economic use of energy, water, waste, and transport to maximise efficiency across all business functions. This is achieved by reviewing utility bills and third-party waste collection reports, monitoring the fuel economy of company vehicles, using energy saving lightbulbs and installing motion sensor lighting as premises are developed.

Products and services

PDS regularly reviews ways to reduce the environmental impact of its products and services, choosing environmentally friendly alternatives wherever possible.

- PDS offers an audit of current materials to all new and existing clients through annual reviews and makes recommendations on eco-friendly alternatives where appropriate.
- Where applicable, PDS offers FSC products from well-managed and verified recycled sources. FSC labels are only applied to products where all parties involved are FSC-accredited. This is monitored through an annual audit.

PDS Directors maintain overall responsibility for environmental objectives. The operational support team oversees the co-ordination, implementation, and monitoring of environmental objectives across the business.
The environmental objectives and EAP, including any updates, are regularly communicated to employees, clients and suppliers, and behaviours that serve to protect the environment are actively encouraged.

Information Security Objectives

These objectives relate to the deployment of database and computer systems operated by the company at its Wellingborough premises. Its scope extends to external risk sources including functions which are outsourced. Each department is responsible for delivering its objectives and progress is monitored via individual appraisals and at regular team meetings. The information and security objectives are designed to:

- **Existing services**
  Deliver services within a secure environment that makes use of on-site security and 24-hour CCTV surveillance, key coded entry systems, electronic fob-operated door locks for staff access only, restricted access to the server room, and controlled internal system user permissions. Effective delivery is measured via regular risk reviews across all business operations.

- **Development**
  Minimise any threat to information and data in the care of PDS by maintaining rigorous process of risk assessment. This is measured via regular internal audits of the process for storing and handling data, and continuous review and updating of security settings via contracted IT and hosting partners. Utilise external independent audit at a suitable frequency to ensure continual resilience.

- **Software**
  Ensure that all software is kept up to date through appropriate version control. This is measured via regular reviews of software releases/updates and processes for rolling these out to all employees.

- **Stakeholders**
  Build new client portfolios in line with ISO 27001 certification. This is measured via annual client review meetings with directors.

All the above objectives are reviewed in accordance with internal audit processes and monitored via management review meetings. Updates are communicated to employees at all levels.