

Environmental Policy

Thomas Franks gives the highest priority to environmental issues over which the company has an influence. Consideration of the environment has equal ranking with the Company's responsibilities for commercial, operational and financial aspects of the business.

The Company recognises its legal and moral responsibilities under all relevant environmental legislation.

Particular attention is paid to the following:-

The Company will continually endeavour to ensure that its activities will not harm the environment. The Company will do everything practicable to minimise its own environmental impact and the impact of those indirectly linked to the Company.

When considering any potential activities or purchases in the future, the company will always take environmental issues into account. Through its purchasing policy, the Company will endeavour to reduce negative environmental impacts and where possible promote positive environmental impacts.

The company operates a policy that ensures that the best available techniques, not entailing excessive cost, will be employed so as to reduce detrimental environmental impacts.

The Company is committed to continual environmental improvement.

Suitable arrangements for identification, monitoring, controlling and reviewing this policy will be made to ensure its effective implementation.

Breaches of procedure detailed within the Environmental Policy could lead to disciplinary action against Thomas Franks' employees. This statement of policy will be made available to all employees. They are encouraged to make suggestions for improvement in any environmental matters. The organisation of responsibilities and the arrangements for implementing this Policy are detailed in Schedule 'A'.



Frank Bothwell
Founder & Managing Director

Quality Policy

It is the objective of Thomas Franks Ltd to satisfy the quality and delivery requirements of our customers at competitive prices. We will measure our performance in meeting customers' requirements and work with them to continually improve the service that we provide.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2008.

In particular, the management will:

- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes
- Monitor customer satisfaction and set objectives for continuous improvement
- Analyse the causes of any complaint and take appropriate action to prevent recurrence
- Ensure the availability and competence of the support resources for the core processes
- Ensure that the company provides its services to all clients equally, without discrimination on the basis of age, colour, race, nationality, ethnic or national origin
- Provide the necessary work environment to ensure the well being of our employees/subcontractors and visitors
- Encourage all employees/subcontractors to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and appropriate actions taken and communicated
- Ensure that all employees/sub contractors are aware of our Quality Policy and committed to the effective implementation of our Quality Management System
- Ensure that the company complies with all necessary regulatory and legal requirements

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practised by all employees/subcontractors as an integral part of their daily work

Responsibility for Thomas Franks Ltd Quality Policy lies with the Managing Director.

This policy is publicly available on request.

Signed on behalf of the Board of Management:



Frank Bothwell
Founder & Managing Director

Date: 06/05/2016