

Environmental Policy

Issue date: 4th January 2018 / version 2

Introduction

Thomas Franks employs approximately 1,000 people with a head office in Hook Norton and over 100 locations across the UK and provides catering services to head offices, independent schools and private members' clubs. Its vision is based on fresher food, fresher thinking which requires professionalism, innovation and safe delivery of its services in every operational area.

Legislative Framework/Related Policies

We will ensure that all of our activities comply with all relevant environmental legislation.

Aim

We are committed to the prevention of pollution; we aim to continuously improve our environmental performance through the support and involvement of all employees and any other interested parties. In recognition of this, we have implemented an environmental management system

Objectives

Our environmental policy is defined and strongly driven by the following management principles and behaviours:

- To actively reduce waste through our resource efficiency charter, which describes our principle of preventing, re-using and recycling all our office waste
- To maximise efficient use of natural resources through office best practice guidelines
- To continue to operate a purchasing policy to ensure as much material as possible is sourced from recycled material
- To reduce the amount of energy consumed during office hours by efficiently using equipment and operating our 'switch off when not in use' policy
- To reduce fuel emissions from company cars with more efficient alternatives including conference calls, hybrid cars and a working from home policy
- To continue to encourage our clients, suppliers and stakeholders to adopt our environmental principles and develop an environmental management system in their own organisations
- To review our EMS including this policy and make continuous improvements

Scope

This policy applies to all employees

Application

The board and senior management is committed to:

- Satisfying applicable requirements by ensuring that applicable statutory and regulatory requirements are determined, understood and consistently met
- Continual improvement of the EMS by ensuring the risks and opportunities that can affect our operation satisfaction are determined and addressed and the focus on enhancing environmental management is maintained
- Improving employee environmental awareness with training and communication

Compliance

All staff are responsible for safeguarding their working environment. This includes:

- complying with environmental standards and procedures
- notifying management and supervisors of potential hazards
- avoiding needless wastage of energy, water and materials

Monitoring

This policy will be monitored to judge its effectiveness as part of the ISO 14001 auditing procedure.

Review

This policy will be reviewed each year by the Board of Thomas Franks and amended when required



Frank Bothwell
Founder

Quality Policy

Issue date: 24th October / version 2

Introduction

Thomas Franks employs approximately 1,000 people with a head office in Hook Norton and over 100 locations across the UK and provides catering services to head offices, independent schools and private members' clubs. Its vision is based on fresher food, fresher thinking which requires professionalism, innovation and safe delivery of its services in every operational area.

Legislative Framework/Related Policies

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

Aim

We focus on understanding and meeting customer expectations to deliver customer satisfaction.

Objectives

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- To ensure that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of Thomas Franks
- To build a mutually profitable relationship with our clients, ensuring their long-term success, through the understanding of their needs and the needs of their customers
- To drive continual improvement and innovation based upon efficient business processes, well-defined measurement and implementation of best practice and corrective actions
- To develop staff competencies, creativity, empowerment and accountability
- through appropriate development programmes and show strong management involvement and commitment

Scope

This policy applies to all employees of Thomas Franks

Application

The board and senior management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained

Compliance

All staff are responsible for complying with the training. Non-compliance may result in further training or development.

Monitoring

This policy will be monitored to judge its effectiveness as part of the ISO 9001 auditing procedure.

Review

This policy will be reviewed each year by the Board of Thomas Franks and amended when required



Frank Bothwell
Founder