

Quality & Environmental Policy

This statement sets out the approach adopted by John Pulsford Associates Limited (JPA Workspaces) to its combined Quality and Environmental Management System.

JPA is in the business of: the specification, sourcing, supply and installation of furniture products/services and associated accessories to the contract interiors sectors (Commercial, Educational, Hospitality, Residential and Healthcare).

The Company's primary objectives, supported by its policy commitments, and also dependant on achievement of secondary objectives that arise from time to time, are:

- The continued operation of a viable and profitable business.
- To meet and satisfactorily fulfil clients' requirements.
- To monitor and review its activities for actual/potential impacts on the environment and seek continual systems and activity improvements, and the prevention of pollution.
- To ensure compliance with its legal, regulatory and contractual obligations

The Company, which recognises that satisfied clients are key to its continuing success and realises that to achieve client satisfaction, it has to identify and supply the necessary resources while at the same time observe any relevant statutory, regulatory and contractual obligations as are applicable. The Company also recognises that sound business management must understand the impact of its activities and services with regard to the quality of performance, and to the environment.

To achieve its objectives and client satisfaction the company operates a Management System that is designed to meet the current requirements of ISO 9001 and ISO 14001, and which plans its quality and environmental management by ensuring that the necessary activities are undertaken to defined procedures and instructions.

To ensure continuing suitability of the Management Systems and the resources employed, activity results are monitored, analysed and reviewed for effectiveness and performance, and for continual improvement opportunities in all areas.

In recognition of the importance of clearly documenting its Quality and Environmental policy, and of its dissemination to employees and other interested parties, the Company has taken measures to ensure that the policy is readily available for review in the public domain. The Company also recognises that its positive commitment to the policy is of interest to clients, and possibly other parties

MD Signature



Date 12 January 2022

