

Toureen Retail is committed to maintaining the highest ethical standards throughout its operations and, as such, strives to minimise any adverse environmental impacts and promote continual improvement. To this end, the organisation has established an environmental management system (EMS), compliant with ISO 14001:2015 by ensuring:

- Fulfilment of the organisation's compliance obligations.
- The establishment and achievement of sustainable improvements in annual environmental key performance indicators (eKPIs), in areas designated as of prime concern within our policy including:
  - GHG emissions and carbon footprint
  - Pollution prevention
  - Waste minimisation and diversion from landfill
  - Reduction in energy consumption
  - Minimise adverse social impacts and contribute to the sustainability of communities
- Wherever possible that the influence of project design and the development of construction processes reduce negative environmental impacts and aspects and make positive contributions to the protection of the environment.
- Active engagement with stakeholders on environmental issues.
- The availability of environmental information to interested parties and employees.
- We commit to raise employee environmental awareness through training
- We will set objectives and targets and periodically review them.

The board and senior management of Toureen Retail will ensure that all necessary personnel and financial resources will be allocated to allow the organisation to meet its environmental objectives and targets and that these will be reviewed as appropriate. As such all employees and those performing works for the company must comply with this policy, ensuring our activities do not endanger the environment.

**Signed**



*Managing Director*

**Dated**

03/05/2019

**Next Review**

01/05/2020

## Health and Safety Policy

Toureen Retail is committed to ensuring the health and safety of all stakeholders affected by its undertakings, recognising that the effective performance of the Health and Safety Management System is an essential part of a successful business.

The understanding and co-operation of all staff is therefore vital in achieving sustainable and continual improvements in Health and Safety performance.

### **Policy**

Toureen Retail, its board of directors, and its managers will:

1. At least comply with all current and relevant legislation, approved codes of practice, and regulatory guidance concerning Health and Safety issues.
2. Ensure a commitment to the prevention of injury and ill health to all of our workforce and any persons that may be affected by our work activities.
3. Utilise management system to ensure a systematic approach to identify, assess and control Health and Safety risks associated with its activities, to prevent injury or ill health.
4. Provide relevant information, supervision and training necessary for employees to undertake their work competently and safely.
5. Engage with all its workforce and stakeholders to allow effective communication and feedback in regards to its activities and its Health and Safety objectives.
6. Set objectives and targets to continually improve and achieve the highest standard of Health and Safety performance.
7. Monitor, audit and review the effectiveness of its Health and Safety Management on a regular basis and improve this where necessary.
8. Ensure the policy is communicated to all persons working under their control and is available to all interested parties upon request.

### **Key Responsibilities**

The Toureen Retail board is accountable for Health and Safety matters. It requires its operational Director and managers to be responsible for Health and Safety performance in their areas of responsibility and ensure that Health and Safety will never be compromised for other objectives. All employees and other contractors have a legal duty to take reasonable care of their own health and safety and that of others who could be affected by their work.

### **The Organisation**

Arrangements for Health and Safety are detailed within the Company's Policy and Procedures. All directors and managers are responsible to the Managing Director for the implementation and maintenance of this policy within the areas of their control. The Health and Safety Manager is responsible for providing the systems that enable the organisation to thereby implement its requirements.

**Signature**



*Managing Director*

**Date**

03/05/2019

**Next Review**

01/05/2020

Toureen Retail is operating under the control of a quality management system which complies with the ISO 9001:2015 standard.

The Company places particular emphasis on obtaining client satisfaction by:

1. Responding promptly and accurately to Customer enquiries and orders.
2. A constant pursuit of quality, value and reliability in the products and services that the Company supplies to its Customers as well as any other relevant internal or external stakeholders.
3. Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers.
4. Constantly striving to meet and where possible exceed its customer's expectations.
5. Working closely with its Customers and stakeholders in seeking to establish the highest Quality standards
6. Adopting a forward-looking view on future business decisions which may have an impact on Quality
7. Training all members of staff in the needs and responsibilities of Quality Management.
8. Ensuring that clear policy and objectives are established and that they are periodically reviewed for continuing suitability to the organisation.

Top management have commitment and responsibility to the development, review and continual improvement of the effectiveness of the Quality Management System. They ensure that the policy is communicated and understood throughout the company, with the support of the Quality Manager.

The Company are committed to complying with all relevant and applicable requirements and legislation as well as the Occupational Safety and Health Administration regulations.

**Signed**



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*Managing Director*

**Dated**

03/05/2019

**Next Review**

01/05/2020