



Integrated Management System Policy

**ISO 9001:2015, ISO 14001:2015
& ISO 45001:2018**

Jas Singh

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018

Silent Sentinel's commitment to health and safety, the environment and quality is delivered by adopting an integrated approach to our management systems, and complying with all relevant legislation, regulations and other legal and industry requirements. This provides a framework for integration of the ISO 14001:2015, ISO 45001:2018 and ISO 9001:2015 standards and is externally certificated by a UKAS accredited certification body.

Our Vision, Goal and Values.

MISSION STATEMENT: *“Being more by seeing more.”*

VISION: *“To be a profitable, innovative, global brand supplying imaging solutions by understanding and delivering what matters to our customers.”*

GOAL (Purpose /Objective): *“The design, manufacture, support and supply of video and thermal CCTV camera surveillance solutions and the related modules for object detection and tracking. Also, the design, manufacture and supply of power supply, cabling and other associated equipment.”*

OPERATIONAL GOAL: *“To deliver what matters to our customers, improve efficiency and increase revenue and profits.”*

COMPANY VALUES (Principles /Beliefs): The strategic values of the organisation are:

1. We sustain our business by making profit,
2. we ensure we have satisfied customers who trust us,
3. we offer innovative and compelling reasons for our customers to choose
Silent Sentinel.

The following principles support the above and underpin everything we do:

Our people

Silent Sentinel is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our associates' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Silent Sentinel is committed to:

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1. Creating and nurturing an environment of success based on honesty and integrity,
2. empowerment through training and communication,
3. Individual growth and equal opportunity,
4. prevention of accidents and incidents,
5. designing and providing a safe and secure work environment.

Our customers

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

Customer service is an essential part of the HSEQ process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and environment and its impact on customer service and of the products or service in which we provide.

Our community and environment

Silent Sentinel are committed to the protection of the environment by using resources and processes wherever possible that minimise the impact on the environment. As a small sized company specialising in the development and manufacture of high-quality instrumentation and based within a small village, we are very aware of both the local and regional impacts which our activities may have. Therefore, Silent Sentinel is committed to:

1. Abide by, and where possible exceed, all relevant legislation,
2. manufacture efficient products designed to work to high standards and with a long operating life, over which the energy used in production and transport can be amortised,

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3. design and develop new products using best available techniques and selecting materials with minimal environmental impact in their life cycle,
4. use intelligent transportation so that we work with our suppliers, distributors and customers to manage the impacts of transportation of goods,
5. have respect for resources in our manufacturing and business operations: we work to reduce the use of resources such as energy and water, and re-use and recycle materials where possible,
6. respect the community in which we are located with regard to all environmental issues,
7. actively work to reduce waste from company operations and in all processes and to design products and packaging which minimise waste,
8. actively work to reduce energy consumption within the company and develop products which minimise energy use and or use energy from renewable resources,
9. review and reduce the use of chemicals and other substances which may harm the environment,
10. examine and continuously seek to improve the transport systems used by the company,
11. raise associate awareness and understanding of environmental issues through training and other activities.

Our well being

Silent Sentinel aims to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work and of others who may be affected

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by our undertakings. This general policy statement provides a commitment and intent to comply with the Health and Safety at Work etc. Act 1974. To ensure the principles of health and safety are clearly understood throughout the company, we will be committed to:

1. Complying with relevant health and safety laws and regulations, voluntary programmes, collective agreements on health and safety and other requirements to which the Company subscribes,
2. setting and monitoring of health and safety objectives for the Company,
3. effective communication of and consultation on health and safety matters throughout the Company,
4. assessing the risks to the safety and health of our employees and others who may be affected by our activities and implementing controls to minimise those risks,
5. preventing work-related injuries, ill health, disease and incidents;
6. providing and maintaining safe plant and equipment and implementing safe systems of work,
7. the safe use, handling, storage and transport of articles and substances;
8. providing and maintaining a safe working environment with safe access, egress and welfare facilities,
9. providing the necessary training to our employees and others, including temporary employees to ensure their competence with respect to health and safety,
10. providing suitable and sufficient information, instruction and supervision for employees,
11. continually improving the performance of our health and safety management,

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12. devoting the necessary resources in the form of finance, equipment, personnel and time to ensure the health and safety of our employees and seeking expert help where the necessary skills are not available within the Company.

Our quality

We are committed to achieving ever-increasing levels of customer satisfaction through continual improvements in the quality of our products & services. This will be achieved by our total commitment to:

1. Deliver Products to customers in the right quantity on time, every time,
2. provide compelling solutions to ensure that our customers succeed,
3. continuous updating of our technical competence,
4. enhance the expertise of our people by periodic training,
5. continuous review and upgrading of our IMS system.

To ensure the organisation maintains its awareness for continuous improvement, the health & safety, environmental and quality system is regularly reviewed by Senior management to ensure it remains appropriate and suitable to our business. The Health & Safety, Environmental and Quality System (HSEQ) is subject to both internal and external annual audits.

This HSEQ Policy Statement has been issued by the Senior management and is communicated to all stakeholders and will be prominently displayed at the company's premises. Staff will be re-inducted in our Policies and Procedures every 3 years. We recognise HSEQ assurance as a principle feature in the development of the organisation. This policy is appropriate to the purpose and context of the organisation and supports its strategic direction. In addition, the company also maintains the following policies which are also available on Silent Sentinel's website:

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- GDPR Privacy Policy
- Customer Service Policy
- Anti-Slavery and Human Trafficking Policy

On request the following internal policies are available to relevant interested external parties:

- Change Management Policy
- Code of Business Conduct and Ethics
- Equality Policy
- Bullying and Harassment Policy
- Cyber Security Policy
- Business Continuity Policy
- Documentation Retention Policy

Please note that a signed copy of the Integrated Management System Policy which demonstrates our commitment to health and safety, the environment and quality is available at our main business address:

**1-2 Riverside,
Stanstead Abbots,
Ware. Herts.
SG12 8AP**

**Paul Elsey
Managing Director**