

MP 02 - Quality & Environmental Policy

Powys County Council is a unitary authority for the Welsh county of Powys, the Council is a major employer in a county that sees agriculture, tourism and light industry as the main business areas. Like any large organisation, Powys County Council has significant effects on the local environment. Highways, Transport and Recycling are proud of their positive impacts – for example, waste recycling, sustainable development and biodiversity. In addition, we are committed to reducing our negative impacts on the environment – for example, by minimising both waste production and energy consumption. We also work with our partners, suppliers and contractors towards achieving sustainable solutions.

Highways, Transport & Recycling has established this Quality & Environmental Policy to be consistent with the purpose and context of our service areas. It provides a framework for the setting and review of Quality & Environmental objectives in addition to our commitment to satisfy applicable customers', Regulatory and Legislative requirements as well as our commitment to continually improve our Management System.

Customer focus: We have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations. Enhancing Customer Satisfaction through identifying and managing risks or opportunities that could affect the conformity of products and services. Prevent pollution and minimise waste from its own operations.

Leadership: Senior Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our Quality & Environmental Objectives. Providing competent and professional services to their customers based upon management principles of a customer-focused organisation, leadership, involvement and development of people.

Engagement of people: We recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

Process approach: We understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes. Ensure through the planning process that all staff have the necessary resources and training to meet the requirements of this Policy, the Corporate Health and Safety Policy and the Quality, Environmental and Health and Safety Management Systems and Objectives.

Improvement: We have committed to achieving continual improvement across all aspects of our Quality and Environmental Management System. The continual improvement of both its quality performance and environmental performance by monitoring quality and environmental issues and minimising adverse effects on the environment, customers, suppliers, regulatory authorities and communities.

Evidence-based decision making: We have committed to only make decisions relating to our Quality and Environmental Management System following an analysis of relevant data and information.

Relationship management: We recognise the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Meeting environmental, safety and quality standards is the responsibility of all personnel and the management team, including meeting the current ISO 9001; ISO 14001 and ISO 45001 and the National Highway Sector Schemes: - 12B, 12D, 10B, 7, 8, 9A and 16.

HTR service areas have produced Quality & Environmental Objectives which relate to this policy.

To communicate this policy to all staff, suppliers, contractors, partners and visitors by means of Toolbox Talks, notice boards (Office and Depots), emails, Head of Service bulletins, and PCC Intranet. Our Quality & Environmental Policy is also to meet the requirements of other interested parties and in meeting our social, environmental, charitable, regulatory and legislative responsibilities.

Authorised by:

Position: **Head of Service – M. Perry**



Date Approved: 9th November 2020

Review Date: 9th November 2021