

# Policy Documents



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QUALITY MANAGEMENT  
STATEMENT

# Quality Management Statement

Our overall objective is to ensure Candy Carriers delivers a consistent, high quality service to all of our customers - whatever their specific requirements.

We are committed to continuous improvement, and we shall implement quality management systems to be able to monitor the above.

We will, therefore:

- ◆ Work with our customers in developing our services to meet and adapt to their needs.
- ◆ Conduct our business in such a way as to demonstrate our core values.
- ◆ Ensure full compliance with legal and other applicable standards.
- ◆ Educate and train our staff to support the delivery of a high quality service.

We recognise the importance of continually monitoring and reviewing the quality management systems in place. By doing so, we are able to ensure we are in full compliance with all legal and ethical standards.

These measures will provide our customers with the assurance that our services are delivered consistently and to our pre-determined high standard.

# Environmental Policy

Candy Carriers will, at all times, undertake to maintain a quality service which ensures a healthy and safe working environment for our employees and customers. We also aim to operate procedures that comply with all relevant environmental legislation and to monitor - and reduce - any potential impact on the environment that may be attributed directly to our operations. Pollution prevention methods and environmental best practices will be incorporated in all we do.

## **Our aim**

- i. to include an assessment of our impact on the environment when deciding company policy and devising new working practises.
- ii. to regularly review our training methods to include ways of promoting environmental responsibility, at all times.
- iii. to continually monitor the level of our employees' awareness of their environmental impact, during the performance of their daily duties.
- iv. to reduce our waste through recycling, and to be aware of the availability of environmentally friendly products when replenishing our stocks, while at the same time remaining cost effective as a business.
- v. to avoid, wherever possible, unnecessary use of hazardous materials and products.
- vi. to undertake all reasonable steps to protect human health and the environment, whenever it is unavoidable that use of such materials is deemed to be necessary.
- vii. to regularly review and adapt our environmental policy, where we consider it to be advantageous in further improving our performance as a company.

# Equal Opportunities Statement

The management of Candy Carriers aims to ensure that we treat all our workers equally. We will endeavour to undertake that no one person will receive less favourable treatment on the grounds of marital status, gender, sexuality, disability, age, colour, race, religion, nationality, ethnic or national origins.

This policy also covers recruitment, induction, conduct at work and the disciplinary and grievance procedure.

It is our aim that Candy Carriers should be an inclusive organization, where everyone is treated with respect and dignity, and where there is equal opportunity for all.

This means we embrace and celebrate our differences in a positive environment and are committed to engage with the needs of our diverse staff and users, to enable us, both individually and as a company, to achieve our aims.

## Employee Responsibilities

It is the responsibility of all employees to:

- i. Co-operate with any measures introduced to ensure equality of opportunity.
- ii. Report any discriminatory acts or practices.
- iii. Not induce, or attempt to induce, others to practice unlawful discrimination.
- iv. Not victimize anyone as a result of them having reported or provided evidence, of discrimination.
- v. Not harass, abuse, bully or intimidate others