

## CHILTERN CONNECTIONS INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY

Chiltern Connections Limited has over 30 years' experience of delivering bespoke conformal coating solutions. Our extensive technical expertise, reliability, strong supplier partnerships, and impressive product range have enabled us to grow as a trusted conformal coating specialist and distributor. We strive to deliver consistency in quality of service and goods to ensure customer satisfaction, deliver value for money, sustain a profitable business, and uphold a safe and socially responsible attitude to the production and design of our products and services.

Our Vision is to create sustainable solutions with a worldwide reach for a greener future. We recognise that improvements in process and compliance will help to ensure the sustainability of our business and enable us to achieve our Mission of protecting and connecting industries globally with materials and engineering services for increased reliability and performance.

We have adopted an integrated approach to our management systems for ISO9001:2015 and ISO45001:2018 and we are committed to maintaining our accreditations through continual improvements and effective communication with all our interested parties. This IMS Policy is defined and driven by our Core Values of building relationships and delivering results, working as a team, being accountable, making a difference, acting with integrity, and giving respect.

### ***Our IMS Responsibilities:***

- The Board and Senior Management review the IMS annually to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organisation
- The Head of Quality Compliance and Head of Safety, Health & Environmental (SHE) Compliance are responsible for monitoring the IMS and reporting regularly to the Managing Director on the implementation, status, and effectiveness
- Employees are responsible for quality control through applying the correct processes and identifying opportunities to add value and make improvements. Relevant training is provided
- Suppliers and sub-contractors are selected and reviewed on a regular basis against set criteria

### ***Our IMS Commitments:***

- We will ensure our products and services adhere to the agreed requirements of each customer, all applicable statutory / regulatory requirements, and our Integrated Management System
- We will promote a culture of best practice and continual improvement ensuring that quality, safety, and customer service are the focus of every task
- We recognise that our people are our prime asset. We will invest in their training, consult with them on the design and implementation of safe working practices, and motivate them to achieve excellence
- We pursue a collaborative approach with our supply chain and encourage the adoption of products / services with quality, safety and environmental benefits wherever possible
- We will collate feedback and measure our performance with customers and suppliers, analysing and communicating the results at regular intervals to identify opportunities for improvement
- We will monitor and manage safety, welfare, and environmental risks, investigate all accidents, near-misses, and incidents and apply preventive actions
- We will communicate this IMS Policy to employees through various channels and make it available for all interested parties on our website and on request

Signed:



Managing Director

Date: 29/03/2022