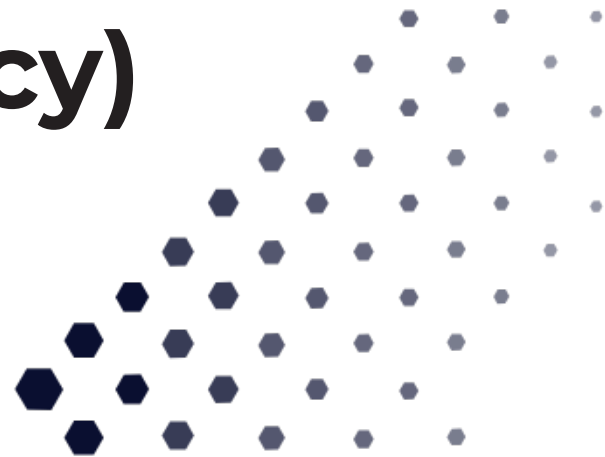


POLICY

# Quality & Environmental Policy (IMS Policy)

Landall Services Limited

08/01/2025



Established in 2016, Landall Services is recognised as one of the UK’s fastest growing providers of Printers, Photocopiers, Scanners, Managed Document Services and Workflow-Automation.

It is the policy of Landall Services to maintain an integrated management system designed to meet the requirements of ISO 9001:2015 and ISO 14001:2015 (in line with Annex SL high-level structure) in pursuit of its primary objectives, the purpose and the context of the organisation. The standards align with and support the achievement of the following United Nations Sustainable Development Goals (SDGs): 1, 2, 3, 4, 6, 7, 8, 9, 12, 13, 14, and 15.

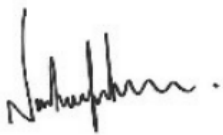
It is the policy of Landall Services to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services
- integrate climate change considerations into our IMS to promote sustainability and resilience
- the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met
- ensure that all employees are made aware of their individual obligations in respect of this quality and environmental policy
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality and environmental policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

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

To ensure the Company maintains its awareness for continuous improvement, the quality and environmental management system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The quality and environmental management system is subject to both internal and external audits.

Signed: 

**Nicholas Feltham - Managing Director**

**Date: 08 January 2025**

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