Integrated Management System (IMS)
Company Policies

Company Policy Document

This Policy sets out the Company's commitments to Quality, Health & Safety, and Environment responsibility.

Scope of business

Design, development, manufacture, supply, installation, service and repair of domestic, industrial and public access lifting products.

Standards & Accreditations

4.2	Quality	ISO 9001:2015
4.2	Health & Safety	ISO 45001:2018
4.2	Environmental	ISO 14001:2015

Review & Communication

- This document is to be reviewed at least annually in line with the aims and objectives of the business, customer needs, regulatory updates

- Authorised by Managing Director

- Due to the requirements of our accreditations, each section of the policy is to be signed off separately

- This Company Policy document will be communicated to all employees and made available to interested parties.

Authorised By

Tim Barrow
Managing Director
Date: 11/08/2025

Document Ref: TG03-002-I

MADE IN BRITAIN

Terry Group Limited, 1 Longridge Trading Estate, Knutsford Cheshire, WA16 8PR
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Quality Policy

Terry Group Ltd is committed to design, manufacture, supply, install, service and repair domestic, public access and industrial lift products that meet our customer's needs.

We are committed to:

Customer Focus

- Strive to understand and meet the needs and expectations of our customers
- Deliver products and services that consistently exceed customer requirements
- Maintain open communication with customers to foster long-term relationships
- Maintain highest standards of workmanship
- Providing our customers with a friendly and professional service
- Providing a timely response to customer requirements

Continuous Improvement

- Foster a culture of continuous improvement and innovation
- Encourage feedback from customers, employees, and stakeholders to identify opportunities for enhancement
- Invest in training and development to empower our employees with the skills and knowledge that are needed

Compliance and Standards

- Adhere to all applicable legal, regulatory, and industry standards
- Maintain a robust Integrated Management System (IMS)
- Regularly review and update our policies and procedures to ensure compliance and effectiveness

Employee Involvement

- Promote a collaborative work environment where every employee is engaged in the quality process
- Provide the necessary resources and tools for employees to perform their duties to the highest standards

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Process Efficiency

- Optimise processes to enhance efficiency and reduce waste
- Utilise data driven decision making to improve operational performance
- Monitor key performance indicators to ensure alignment with our quality objectives

Supplier Partnership

- Develop strong relationships with our suppliers and partners
- Ensure that our suppliers adhere to our quality standards and ethical practices
- Collaborate with suppliers to enhance the quality of our products and services

By adhering to this policy, we aim to deliver exceptional value to our customers, enable continuous improvement, and achieve sustainable growth.

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Health and Safety Policy

Overview

Terry Group Limited, through its Directors and Management Team, believe that safety is a fundamental aspect of our business, and fully accepts responsibility whilst being committed to ensuring the health, safety, and well-being of our employees, contractors, visitors, and anyone else who may be affected by our operations.

This Health and Safety Policy outlines our approach to creating a safe working environment and promoting a culture of safety within our organisation.

Our objective is to provide a safe and healthy workplace for all employees by adhering to the standards of health and safety management.

We will comply with all relevant health and safety legislation, regulations, and codes of practice. We are dedicated to continuous improvement in our health and safety performance through proactive management, employee involvement, and regular review of our policies and procedures.

Health and safety are integral to the way we conduct our business, and it is only by working together and adhering to this policy, that we can create a safe and healthy working environment for everyone at Terry Group Ltd.

Employees have a duty to take all reasonable steps to preserve and protect the health and safety of themselves and all other people affected by their acts and omissions and the operations of the company, whilst also having a duty to co-operate with management to enable it to carry out its responsibilities regarding Health, Safety and Welfare.

The company looks to every employee for continuous awareness of safety requirements, alerting us to existing and potential hazards, and the need for minimising and reporting them.

We expect all employees to take personal responsibility for their safety and the safety of others and to contribute actively to our shared goal of zero incidents.

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1. Management Responsibilities

Leadership Commitment
- To demonstrate visible and active commitment to health and safety by providing resources, support, and direction to ensure effective implementation of this policy

Risk Management
- Identify, assess, and manage risks associated with our operations to eliminate or control hazards that could cause harm

Training and Competence
- Ensure that all employees receive appropriate training, information, and supervision to carry out their work safely

Monitoring and Review
- Regularly monitor and review health and safety performance to identify areas for improvement and take corrective action as necessary

Compliance
- To ensure that all our activities meet regulations and legislation on a national and local level. Where no regulations exist, we will endeavour to set our own appropriate standards. We will also provide appropriate information if requested to interested parties

Consultation
- The management see communication between workers at all levels as an essential part of effective health and safety management. Consultation will be facilitated by means of safety meetings as often as deemed necessary

Continual Improvement
- We shall continue to maintain a framework for continual improvement by conducting regular audits, and holding relevant H&S meetings whilst continuing to build up Health & Safety groups which can focus on specific areas and integrate

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2. Employee Responsibilities

Adherence to Policy
- Comply with all company health and safety policies, procedures, and practices

Risk Awareness
- Identify and report hazards, unsafe conditions, or practices to management immediately

Participation
- Actively participate in health and safety training, meetings, and initiatives

Personal Conduct
- Perform all tasks in a manner that ensures their own safety and the safety of others, as disciplinary action may be taken against any employee who violates safety rules or who fails to perform their duties under this policy

3. Contractor and Visitor Responsibilities

Compliance
- Adhere to all health and safety requirements while on company premises

Awareness
- Familiarise themselves with emergency procedures and safety protocols relevant to their activities

4. Risk Management

Hazard Identification
- Conduct regular inspections and risk assessments to identify potential hazards

Control Measures
- Implement appropriate control measures to eliminate or reduce risks to acceptable levels

Incident Reporting
- Establish a clear and efficient system for reporting and investigating incidents, accidents, and near-misses

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5. Training and Education

Initial Training
- Provide comprehensive health and safety training to new employees during their induction period

Ongoing Training
- Offer regular refresher courses and training updates to all employees to ensure ongoing competence

Specialised Training
- Deliver specific training for tasks that require special skills or pose unique risks

6. Emergency Preparedness

Emergency Plans
- Develop and maintain emergency response plans for various scenarios, including fire, medical emergencies, and natural disasters

Drills and Exercises
- Conduct regular emergency drills and exercises to test the effectiveness of response plans and ensure preparedness

First Aid
- Equip the workplace with adequate first aid facilities and ensure trained first aiders are available

7. Communication and Consultation

Open Dialogue
- Foster open communication channels for employees to voice health and safety concerns and suggestions

Safety Teams
- Establish safety teams comprising management and employee representatives to discuss and resolve safety issues

Feedback Mechanism
- Implement a system for employees to provide feedback on health and safety matters anonymously if desired

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8. Performance Monitoring

Key Performance Indicators (KPIs)
- Define and track health and safety KPIs to measure performance and identify trends

Audits and Inspections
- Conduct regular internal and external audits and inspections to ensure compliance with health and safety standards

Continuous Improvement
- Use audit findings, incident reports, and employee feedback to drive continuous improvement in our health and safety practices

9. Review and Revision

- This Health and Safety policy will be reviewed annually or whenever there are significant changes in our operations or legal requirements
- Any revisions will be communicated to all employees, contractors, and relevant stakeholders.

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Managing Director
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Environmental Policy

Overview

Terry Group Ltd recognise that our operations will have an impact on the environment and result in the use of resources and materials and the generation of waste.

We are therefore committed to continual improvement and recognise our responsibility with regards to promoting sustainability, and reducing our environmental footprint, whilst complying with current legislation and regulations.

Key Principles of this Policy

Resource Efficiency
- Optimise the use of natural resources, including energy, water, and raw materials, to reduce waste and increase efficiency

Waste Management
- Implement waste reduction strategies by reusing, recycling, and responsibly disposing of waste materials

Energy Management
- Reduce energy consumption and enhance energy efficiency in our facilities, processes, and transportation

Sustainable Sourcing
- Source materials and services from suppliers who share our commitment to environmental sustainability and ethical practices.

Product Responsibility
- Design and develop products that are environmentally friendly, considering their lifecycle from production to disposal

Biodiversity Protection
- Minimize our impact on local ecosystems and promote biodiversity conservation in areas where we operate

Compliance
- Ensure compliance with all relevant environmental legislation, regulations, and other requirements related to our environmental aspects

Sustainable Practices
- Integrate sustainable practices into our business operations to reduce environmental impacts and promote resource efficiency

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Continuous Improvement
- Continuously improve our environmental performance through the setting and reviewing of environmental objectives and targets

Awareness and Training
- Enhance environmental awareness and responsibility among our employees, contractors, and stakeholders through education and training

Pollution Prevention
- Prevent pollution by reducing emissions, discharges, and waste generation in our operations

Climate Action
- Contribute to climate change mitigation by reducing greenhouse gas emissions and supporting initiatives aimed at climate resilience

Implementation

To achieve our environmental objectives, we will

Assess and Monitor
- Regularly assess and monitor our environmental performance, identifying areas for improvement and implementing corrective actions

Employee Engagement
- Engage and empower employees at all levels to take responsibility for environmental initiatives and improvements

Stakeholder Collaboration
- Collaborate with stakeholders, including customers, suppliers, and the community, to promote environmental sustainability.

Reporting and Transparency
- Maintain transparency by regularly reporting our environmental performance and progress towards our targets.

Implementation
- This Environmental Policy will be reviewed annually and updated as necessary to reflect changes in legislation, industry standards, and our environmental objectives

Accountability

The implementation of this policy is the responsibility of all employees, with specific roles assigned to ensure compliance and progress

Senior Management
- Provide leadership and resources to support the implementation of this policy and integration of environmental considerations into strategic decisions

QHSE Team
- Oversee the development, implementation, and monitoring of environmental programs and initiatives

Employees
- Adhere to environmental practices and participate in training and awareness activities to contribute to our environmental goals

Continuous improvement is integral to our approach, and we will seek to enhance our environmental performance through ongoing evaluation and adaptation.

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