
Management System Policy

At Callcredit Information Group we bring together experts in credit referencing and marketing solutions, to deliver valuable insight to our client base. We deliver this via our innovative products and services to empower businesses and consumers to make informed decisions.

Our Management System identifies significant quality, environmental and health and safety aspects and the associated impacts of our operations. We will strive to reduce the environmental and health and safety impacts of these operations, our products, and services using appropriate solutions and technologies. These will be managed at all times in a way that minimises risk to the environment, all employees, visitors and contractors on site. Training and continual risk assessment will ensure that this is undertaken in a controlled manner.

We believe in demonstrating our commitment to continual improvement through the implementation of our management systems, compliant with the requirements of ISO 14001:2004, ISO 9001: 2008 and BS OHSAS 18001: 2007.

In particular we shall:

- seek to ensure compliance with existing and future environmental, and health and safety legislation and any other initiatives or requirements to which the company subscribes
- liaise with all relevant external bodies and work with our own staff to improve our quality, environmental and health and safety performance, prevent accidents and cases of work related ill health and maintain safe and healthy working conditions
- identify and seek to reduce significant environmental effects, health and safety risks, and pollution which may arise from our processes, operations and work activities
- provide and maintain safe plant and equipment
- minimise, re-use and recycle all materials wherever practicable
- provide appropriate quality, environmental, and health and safety information and training for our staff, and encourage them to apply good practice in the workplace
- discuss quality, environmental, and health and safety issues regularly at the executive level of the company and consult with our employees on matters affecting their health and safety
- liaise with suppliers and customers to facilitate good safety, and environmental practices and to promote recycling
- to review and revise this policy as necessary at regular intervals

This policy will be displayed on notice boards, on the company intranet and is also publicly available on the website. It will be reviewed on a regular basis.

Sound management principles and practices shall be applied to meet these commitments, and to achieve demanding and publicly available performance objectives. We shall set those objectives annually; wherever practicable, they shall be quantitative and we shall monitor our progress towards meeting them.

Signed:  Date: 15 January 2010

John McAndrew, Chief Executive

Revision History

Revision	Date	Summary of change	Who made change
1.0	12 January 2010	Created first integrated ISO14001 (Environment), ISO18001 (Health & Safety) and ISO9001 (Quality) Policy	David Matthews
1.1	15 January 2010	Minor change instructed by John McAndrew (Chief Executive) and agreed with Sian Evans (HR Director)	Gavin McNaughton
