

## **Quality Policy**

NOW is determined to introduce a high level of quality service into its activities in order to ensure that the needs of customers are satisfied - thus allowing The Organisation to develop and prosper.

The Organisation is fully committed to comply with the requirements of ISO9001:2008, and continuously improve the effectiveness, of the Quality Management System with the intention that we succeed developing our existing business and gain entry into new markets.

Senior Management are committed to this system and will ensure that it is communicated and understood within the organisation, and expect all staff to be fully conversant and comply with the policies and the detailed procedures which have been documented.

This Policy will be reviewed annually at the Annual Management Review Meeting for continuing suitability. In addition Business / Quality objectives will be reviewed annually at the Annual Management Review Meeting.

## **Environmental Policy**

NOW provide assistance to adults with learning difficulties in getting a job and keeping it. There is also a social enterprise which involves the provision of catering services

The Organisation is committed to the ecologically sound and sustainable use of resources and strives to operate in a manner which minimises waste and prevents pollution. The Organisation actively supports the protection of the Environment and conserving natural resources

Accordingly

- All NOW operations are to comply with relevant statutory legislation and industry standards  
NOW have established a framework for setting and reviewing Environmental Objectives and Targets
- NOW will regularly monitor it's Environmental Performance, Objectives and Targets and ensure that support functions are in place to effectively maintain and continually improve environmental performance
- NOW will provide adequate resources to establish, document, implement and maintain as Environmental Management System meeting the requirements of ISO14001
- NOW will continue to promote individual commitment to a safe and environmentally responsible behaviour through training and education for staff and those who work on our behalf

NOW recognise that the success of this Environmental Policy ultimately lies with the commitment and dedication of The Organisation's top-level management and all employees.

Accordingly, Management actively encourages the implementation of these principles in business activities and ensures that the Environmental management procedures are observed

This Policy and the arrangements for implementation are reviewed following the introduction of new services or activities and where Environmental Legislation relevant to The Organisation is introduced or amended

The Policy is also reviewed annually at the Annual Management Review Meeting for continuing suitability and is available to any interested stakeholders on request