



## **ENVIRONMENTAL AND QUALITY POLICY STATEMENT**

Our vision is to be the award-winning Chamber and the place that everyone comes to in order to make outstanding connections.

Our mission is to increase prosperity for the people and businesses of Stoke and Staffordshire by helping businesses to be ethical and effective.

The Senior Leadership team is firmly committed to ISO 9001 and 14001. In support of this, measurable objectives are set with the aim of continual improvement of our performance. To meet these objectives, it is essential that matters which might affect quality or environmental performance are dealt with in a prompt and efficient manner. Every member of staff has a responsibility to do this at all stages.

Consistent with our context and environmental impact we commit to:

- Ensure all applicable requirements are met in relation to stakeholders needs, customer requirements and compliance obligations.
- Respond quickly and positively to market demands and changes and where possible anticipate them.
- Communicate clearly and effectively to all customers, stakeholders and staff.
- Monitor the quality of service on an on-going basis and where necessary make improvements.
- Share best practices across the business and develop our people and skills.
- The protection of the environment, including prevention of pollution and other specific commitment(s) relevant to the context of the organisation.

This policy has been communicated to all staff and shall be subject to regular formal review by Top Level Management. Interested parties can view this policy statement on the Staffordshire Chambers website.

**Signed**

**CEO**    **Date** 18 November 2020