



SUSTAINABILITY AND QUALITY POLICY STATEMENT

We are proud to be an award-winning Chamber and the voice of businesses in Stoke-on-Trent and Staffordshire.

We are here to represent our members and to help Staffordshire 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 compliance with all applicable environmental, social and regulatory standards by aligning with stakeholders' expectations, meeting or exceeding customer requirements for sustainable products and services and adhering to all relevant legal obligations.
- Share best practices across the business and our members. Develop our people and skills, through regular discussions at team meetings as well as attendance at training events and relevant Chamber Forums to increase our knowledge and expertise
- Protect the environment, including prevention of pollution and other specific commitment(s) relevant to the context of the organisation by adhering to water regulations, waste management, COSHH regulations etc.
- Ensure all our business's operations work in compliance with the relevant legislation and the accreditations that we hold.
- Continuously seek to improve our environmental performance in the day to day running of our operations by, but not limited to, recycling, energy efficiency measures, and monitoring and reviewing utility usage and travel impact.
- Work towards the carbon emissions reduction goal by the preventing and reducing the use of certain fossil fuels by 2030.
- Comply with ISO9001 and 14001, to maintain certification.
- Reduce, re-use and recycle where possible in areas such as printing and expendables, energy efficiency and conservation, catering and travel and functions
- Maximise use of renewable energy to offset carbon emissions which can already be seen through our solar panels and electrical car charging points.
- Communicate clearly and regularly to all customers, stakeholders, and staff our ambitions, goals and actions on sustainability plans.
- Monitor the quality of service on an ongoing basis and where necessary make improvements to the efficiency of operations.
- Work and activity are regularly linked to the 17 United Nations Sustainable Development Goals to promote our commitment to the universal principles of human rights, environment and anti-corruption.

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:

Deputy CEO

Dated: 12/08/2025