

# COMPANY POLICY



**trac**

The TRAC International Group provides first class products and services operating worldwide. The following statement defines the strategies and objectives employed by TRAC International Ltd and subsidiary companies (TRAC) to provide a wholly focused, dedicated and thorough service to our customers that meets their requirements and exceeds expectation. This policy has been devised following management review of all aspects of the business inclusive of the various measures and controls that have been implemented.

## **SERVICE**

TRAC is committed to delivering the highest standards possible in the areas of safety, quality and innovation. We aim to listen to our customers' needs, tailor our products and services accordingly and deliver them efficiently and safely, ensuring customer satisfaction. We will continually monitor the processes and feedback any innovations or improvements to our customers in order to exceed expectation.

## **HEALTH, SAFETY, ENVIRONMENT, QUALITY**

TRAC are committed to ensuring that all operations are conducted efficiently and effectively with full consideration given to all HSEQ issues. We are committed to continually improve our management systems and performance. This policy is communicated to all staff and reviewed at least annually.

We operate an integrated management system, designed in accordance with ISO 9001, ISO 14001 and ISO 45001. Additionally, we are committed to compliance with: the applicable OH&S and environmental legislation for areas in which we operate (e.g. Health & Safety at Work etc. Act 1974, Environmental Protection Act 1990 etc.); the IRATA International Code of Practice; NR/CS/OHS/002; and other relevant associated standards and legislation.

The system is designed to achieve customer satisfaction and we aim to ensure that all aspects of our services and products are delivered to the highest standard. We are committed to eliminate hazards and reduce OH&S risks. Our risk-based approach will achieve this by preventing non-conformity at all stages by utilising risk assessment, hazard identification, planning techniques, comprehensive internal auditing, safe working practices, trained and competent personnel, suitable and maintained equipment, and evaluation of environmental aspects and impacts. We will learn from non-conformities and incidents and take effective corrective action to prevent reoccurrence. We are committed to promoting the consultation and participation of workers/workers' representatives.

In particular, we will:

- Provide the highest quality of service by all personnel from Senior Management through to frontline technicians.
- Monitor and measure our systems on an ongoing basis to identify areas for improvement.
- Take measures to ensure safe and healthy working conditions to prevent work-related injury and ill health to all staff and any other individual affected by TRAC activities.
- Carry out all activities in a safe and efficient manner to achieve, as far as possible, zero incidents.
- Report any relevant incidents in accordance with local legislative/reporting requirements such as RIDDOR or local equivalents.
- Minimise negative impacts upon the environment wherever possible.
- Aim to become more energy and resource efficient and monitor and implement measures to minimise our carbon emissions.
- Handle and dispose of dangerous goods/substances hazardous to health/general waste in accordance with current legislation; reusing and recycling materials wherever possible.

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- Leave greenbelt and countryside areas as they were found.
- Account for climate change adaptation during planning; to ensure resilience and continuity of our services and to provide best support to our clients.
- Have arrangements in place to monitor the occupational health of our employees.

By following this system, we commit to delivering high quality products and service to our customers; providing a safe place to work for our employees by preventing injury and ill health; and preventing pollution and protecting the environment.

We will ensure that adequate resources are provided to meet the needs of this policy and we ask that our employees cooperate with us to achieve a successful management system, in particular, taking reasonable care to protect their own safety and that of others. We expect all our suppliers to have appropriate management systems in place which align with our own and monitor their performance on a regular basis.

We recognise that human factors and behaviours have a significant impact on our safety performance. As such, we aim to develop a positive, proactive, continuously improving safety culture. Our subsidiaries shall use appropriate safety culture measurement tools to analyse our culture and identify areas for improvement.

All working areas identified within the scope of TRAC's business, as far as possible, shall ensure they comply with the management system set out in this policy.

## INNOVATION

Wherever possible, TRAC aim to continually improve on our level of service provision through innovative ideas, processes, planning and resources. Our management system is designed to encourage all personnel to play an active role in the improvement of the system.

## RISK MANAGEMENT

TRAC recognises the necessity of ongoing evaluation of business risks and opportunities to create long-term sustainable value to the company. The identified business processes address risk in their operations, ensuring the risks are analysed, prioritised and managed. Contingency measures have been established to minimise the impact of an interruption to TRAC activities and are subject to regular review by Senior Management.

## INFORMATION SECURITY

TRAC has ensured that all information held in the TRAC IT systems is fully protected. Senior Management shall ensure that any information links with third parties are fully authorised and risk assessed prior to implementation.

## CONFIDENTIALITY

All employees of TRAC shall ensure that company activities are carried out in a professional manner and will hold all company and customer information in strictest confidence.

Implementation of this policy is the responsibility of the relevant company Managing Director, who is ultimately responsible for all Company operations.

**For and on behalf of TRAC International and subsidiary companies:**

Managing Director: K Stephen

Signature:



Date: 6<sup>th</sup> February 2020