

## Quality & Environmental Policy

Relyon is a UK based manufacturer of high-quality mattresses, divans, headboards, and other furniture, operating a bed manufacturing facility in Wellington, Somerset. The business includes the design, development, and manufacturing of mattresses (including nursery products), divans, headboards and other furniture. Relyon is dedicated to enhancing environmental performance throughout the business and maintaining international standards of environmental and quality management in its operations. Our policy aims to ensure that everyone who works for us knows how they can help us achieve our environmental and quality objectives and provide reassurance to our shareholders, employees, and the community at large that we invest in our business in sustainable ways.

This policy is reviewed annually and outlines the most important principles of our ISO 9001 and ISO 14001 environmental management system, including a commitment to:

### Stakeholder requirements

- Focus on our customers and the environment at the core of our business, providing high quality products and services in a sustainable manner
- Act on the needs & expectations of our customers, employees and other interested parties (e.g. National Bed Federation, Somerset West & Taunton Council)
- Fulfill our compliance obligations including legislation, government guidance, best practice, and customer requirements
- Develop reliable partnerships with suppliers to provide high quality materials from ethical and sustainable sources
- Provide an excellent aftersales service

### Communication and employee development

- Communicating the importance of effective management and use of our management system
- Actively pursue an on-going training policy to ensure staff competence
- Communicating our policy within the organisation and making it available to relevant interested parties at: <https://relyon.co.uk/>



## **Environmental protection**

- Address the external and internal issues relating to our operations that could cause harm to the environment or human health, or impact on our activities
- Enhance environmental and quality performance through continual improvement
- Protect the natural environment from harm and degradation, including biodiversity and ecosystems
- Prevent pollution from our activities, products, and services
- Use resources such as energy, fuel, water, chemicals, and other materials sustainably
- Adapt to reduce our effect on climate change (e.g. reducing carbon emissions)
- Mitigate the potential adverse effect of environmental conditions

**Relyon's Leaders commit to ISO 9001 & ISO 14001 through:**

## **Management and leadership**

- Promoting a philosophy of getting things 'right first time'
- Establishing environmental and quality objectives, targets, and management programmes each year
- Maintaining and actioning the compliance registers for our compliance obligations
- Enabling managers across the business to demonstrate leadership and commitment
- Determining significant environmental aspects, and associated risks and opportunities, and taking action to address them
- Integrating quality and the environment into our business processes and strategic direction
- Promoting use of the process approach; risk-based thinking and evidence-based decision making
- Holding regular reviews to understand the business better and enhance management skills
- Ensuring the resources needed are available and that they achieve the intended outcomes

## **Systematic control**

- Rigorously controlling material supplies, new installation processes and improvement program implementation
- Planning and implementing an effective audit programme
- Taking accountability for the effectiveness of the system
- Enhancing performance through compliance with ISO 9001 and ISO 14001

**Approved by the Managing Director**

Date: 06/01/2025