

Polypipe Building Services

Integrated Management Policy Statement (Quality, Health, Safety and Environment)

Polypipe Building Services is committed to the supply of quality products and services to attain our stated purpose:

“Together, we create sustainable living”

Our vision is to be the world’s most trusted service brand, offering innovative and sustainable water supply and drainage system solutions to the building services market. To achieve this, we have established a culture that supports our employees so they can provide exceptional service to our customers, work with passion to create innovative sustainable solutions and build a brand that our customers trust, which in turn will enable us to deliver consistent sales and profit performance growing ahead of the market.

We recognise this vision must be achieved through the Company’s objectives by developing our people, their capability and competence to grow for the future in a manner that reflects the changing priorities of our Customers, Legislation, the Environment, and Society. We strive to provide everyone with a great working experience by creating an environment that encourages open dialogue and working to our Trademark Behaviours where everyone understands their value and contribution to the business purposes.

In order to offer best in class service to all our customers the progressive development and continual improvement of our Integrated Management System is seen as a major tool in Polypipe Building Services path to a harmonised and sustainable environmental future that ensures the Health and Safety of all colleagues as well as meeting or exceeding our customer requirements. The supply of products designed and manufactured to, or based on, nationally recognised and accredited standards realised by the implementation and practical application of systems and procedures to ensure the safety of colleagues, prevention of pollution and adherence to legal requirements with respect to its activities will achieve these goals.

Polypipe Building Services see’s their responsibility for Customer Satisfaction, Legal Compliance, the Environment, and other interested parties as an opportunity not just an obligation. Therefore, in all our activities and decisions, Customer Satisfaction, Legal Compliance, Environmental and Sustainability issues are of major importance to drive new product development and to add value across the business.

Organisation and planning with respect to Customer Satisfaction, Legal Compliance and the Environment is seen as a vital element in ensuring the future of both Polypipe Building Services, it’s colleagues and Society. Objectives and targets are set and reviewed in line with corporate principles and via consultation with the Management team in order to promote ownership and commitment to actively encourage all staff, suppliers, and customers to ensure they contribute towards a sustainable future for all whilst ensuring we operate at lowest cost.

Polypipe Building Services recognise that responsibility for Customer Satisfaction, Health & Safety and the Environment is largely dependent on the attitude of everyone including contractors and suppliers, and actively encourage all workers to ensure they always contribute towards a healthy and safe work environment through consultation and engagement to underpin our company behaviours and support our journey to total wellbeing. We focus on the achievement of agreed objectives to make progress towards our stated vision to continually improve our Health, Safety, Environmental and socially responsible culture to ensure that where possible all our activities positively affect society as a whole. In doing so, all employees are instructed that health and safety should never be compromised for other objectives and are also instructed not to start or carry out any work activity if they deem it is unsafe.

Executive Team of Polypipe Building Services:

 Andy Martin – Operations Director	 Andy Cullum – Managing Director UK	 Ian Crickmore – Technical Director
 Tom Murray –Sales and Marketing Director	 John Chambers – Finance Director	 Sarah Cartwright – Head of Product Management
	 Clare Hawkes – Head of HR and L&D	
	 Richard True – Director of QHSE	