



At Industrial Cleaning Equipment Ltd (ICE Ltd), we are committed to the continual improvement of our integrated management system, which combines the principles of quality (ISO 9001:2015), environmental management (ISO 14001:2015), and occupational health and safety (ISO 45001:2018). Our policy applies to all aspects of our operations, including the supply, service, and rental of powered industrial cleaning machines and related cleaning products, across our locations in Totton (Hampshire), Runcorn (Cheshire), and Peterborough (Cambridgeshire).

### **Quality Commitment – ISO 9001:2015**

We are dedicated to delivering high-quality products and services that meet and exceed customer expectations. To achieve this, we commit to:

- Continually improving our processes and ensuring compliance with customer requirements.
- Maintaining robust supplier relationships to ensure the consistent provision of quality cleaning machines and products.
- Ensuring all employees are trained and competent to perform their duties efficiently and effectively.
- Monitoring performance through regular internal audits and reviews to enhance customer satisfaction.

### **Environmental Responsibility – ISO 14001:2015**

ICE Ltd recognises its responsibility to minimise environmental impacts arising from our activities, products, and services. We commit to:

- Reducing waste, conserving resources, and preventing pollution in our daily operations.
- Complying with all relevant environmental legislation, regulations, and other compliance obligations.
- Setting and reviewing environmental objectives to promote sustainability and reduce our environmental footprint.
- Encouraging environmentally responsible practices throughout our supply chain and promoting the use of sustainable products.

### **Occupational Health and Safety – ISO 45001:2018**

The health, safety, and well-being of our employees, customers, and stakeholders are paramount. ICE Ltd. commits to:



- Providing a safe and healthy working environment, preventing work-related injuries and ill health.
- Complying with all relevant health and safety regulations and applicable legal requirements.
- Engaging and consulting with employees to identify risks, eliminate hazards, and improve workplace safety.
- Continually improving our occupational health and safety management system by setting measurable objectives and regularly reviewing performance.

### **Integrated Management System Objectives**

To ensure the effectiveness of our Integrated Management System, ICE Ltd. is committed to:

- Monitoring and measuring the performance of our quality, environmental, and health and safety processes.
- Setting objectives and targets for continuous improvement, aligned with customer, environmental, and occupational health and safety needs.
- Ensuring compliance with legal, regulatory, and customer requirements, while fostering a culture of responsibility and accountability.

This policy will be communicated to all employees and made available to interested parties through our website at <https://ice-clean.com/>. It will be reviewed annually to ensure it remains relevant and effective in fulfilling our commitment to quality, environmental sustainability, and health and safety.

A handwritten signature in black ink, appearing to read 'Darren Marston', enclosed within a hand-drawn oval.

**Darren Marston**  
Chairman  
22/01/2024