

The Quality Policy

Insightful Environments is a supplier and installer of high-quality office furniture. Quality is an integral part of our Business Principles. These principles guide our actions to deliver products and services that are safe, compliant, and preferred. They are essential for the achievement of our ambition to be recognised and trusted to offer products and services that enhance the quality of life and contribute to a sustainable future.

The Managing Director is responsible for sustainability oversight at Insightful Environments. It is the responsibility of the Chief Operating Officer to drive the quality management strategy and the Sustainability and Compliance Manager ensures its implementation at all Insightful Environment locations.

Our Mission is to create better work experiences for people wherever they work. Our promise is to do this in a socially responsible, ethical, and sustainable way that positively impacts our customers, employees and stakeholders whilst minimising our impact on the planet.

It is our policy to:

- Foster a quality mind-set with the objective of developing and providing products and services with zero defects;
- Comply with relevant legislation, regulations and other applicable requirements
- Continuously challenge ourselves to improve the quality management system to guarantee product and service quality, prevent quality incidents and eliminate defects through the review of quality objectives and results;
- Encourage participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.

In Insightful Environments we are commitment is to never compromise on the safety, compliance and quality of our products and services. This requires everybody to be engaged, to understand their responsibility and to be empowered to take action.

We are involved in and dedicated to achieving high Quality standards for our products and services through the application of the Integrated Management System (IMS) for Quality, Environment, and Occupational Health and Safety. Fully aligned to ISO standards, our IMS is implemented across our organisation and verified by independent third-party certification bodies.

Signed: David Hay Date: 17/06/22
David Hay, Managing Director