

## CODE OF CONDUCT POLICY STATEMENT

It is the policy of Omega Windows Doors & Conservatories (hereafter 'Omega') to develop and maintain a Code of Conduct, which satisfies the requirements of the Company's Quality Management System ('QMS').

This Code of Conduct is based on the concept of continuous improvement & the avoidance (as opposed to the detection) of problems. In doing so, Omega will supply a Code of Conduct (and 'Gold Standard' services) designed to exceed our clients' expectations, as well as fulfilling the business' legal and regulatory requirements.

Omega's Code of Conduct has also been developed to help the Company establish strong relationships with both clients and suppliers, which will contribute to improving the quality of both service provision and supplied products.

Workforce involvement in the on-going development of the Code of Conduct will be encouraged, whilst all employees and contract staff will be provided with adequate training, resources and support to enable them to maintain the Policy requirements.

The Company will use statistical techniques where appropriate to monitor its processes and to identify trends, both positive and negative.

Omega will set meaningful objectives through the framework of the management review which will then be converted into individual measurable objectives for all relevant staff and business functions. These will be tracked and reviewed through the Code of Conduct review programme.

The Policy – on its objectives - will be properly communicated to all employees and contract staff. Where appropriate, each individual's responsibilities under this Policy and the Code of Conduct will be fully explained to them so as to render them accountable whilst also encouraging them to fully participate in the Company's continuous improvement drive.

Omega is dedicated to establishing an environment that supports the production and delivery of top quality services, whilst additionally encouraging each staff member to realise his/her full potential.

Furthermore, Omega will endeavour to foster the concept of a 'Team Approach' within the organisation for a range of reasons such as Company cohesion, creating a more pleasant, amicable place to work and, perhaps most importantly, to help in increasing the Company's competitiveness by way of improved quality & productivity.

Omega's Code of Conduct, Quality Management System, current overall objectives and related policies are displayed as symbols of commitment & reminders of the same.

Each new employee is, amongst other documentation, provided with a copy of the Company's Code of Conduct and Quality Policy Statement as part of the induction programme. All members of the workforce are issued with an amended edition of all such documentation whenever the same is changed or amended.

This Policy will be kept up to date, particularly as the Company's business changes in nature, size or scope.

Finally, this Policy and related documentation will be reviewed for continuing adequacy, suitability and compliance with prevailing legislation at management review.

	Signature	Date
<b>Managing Director</b>		13.01.16
<b>Process Manager</b>		13.01.16