

# QUALITY & ENVIRONMENTAL POLICY STATEMENT

At Solace Interiors Limited, we are committed to providing exceptional interior and acoustic solutions while minimising our impact on the environment. We recognise the importance of quality, sustainability, and responsible business practices in our industry. This policy outlines our commitment to achieving the highest standards of quality and environmental responsibility in all aspects of our operations.

## Quality Commitment:

**Customer Satisfaction:** Our primary focus is on exceeding our customers' expectations. We will consistently deliver high-quality furniture and acoustic solutions that align with our clients' needs and preferences.

**Continuous Improvement:** We are dedicated to the ongoing improvement of our products and services. We will regularly assess and enhance our processes, techniques, and materials to ensure the highest levels of quality and innovation.

**Compliance:** We will adhere to all relevant laws, regulations, and industry standards related to interiors and acoustics. Our products and services will meet or exceed the applicable quality and safety requirements.

**Training and development:** We will invest in the training and development of our employees to ensure they have the skills and knowledge needed to maintain our commitment to quality. We will encourage a culture of learning and improvement.

**Communication:** We will maintain open and transparent communication channels with our customers, suppliers, and employees to ensure that quality-related issues are promptly addressed and resolved.

## Environmental Commitment:

**Sustainability:** Solace Interiors Limited is committed to sustainable practices. We will minimise our environmental footprint by using environmentally friendly materials, reducing waste, and promoting energy-efficient solutions in our designs.

**Compliance:** We will comply with all applicable environmental laws and regulations. Our operations will meet or exceed environmental standards, and we will strive to anticipate and address potential environmental impacts.

**Resource Conservation:** We will actively seek to reduce our consumption of natural resources, such as water and energy, and encourage the responsible use of resources throughout our supply chain.

**Waste Reduction:** We will minimise waste generation by implementing recycling and waste reduction programs within our organisation and encouraging suppliers and partners to do the same taking a life cycle approach.

**Environmental Awareness:** We will promote environmental awareness among our employees, clients, and stakeholders by providing information on the environmental benefits of our products and services and sharing best practices for sustainable living.

## Solace Interiors Ltd

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**Review and Improvement:** We are committed to regularly reviewing and improving our Quality and Environmental Policy to ensure its effectiveness and alignment with our business objectives and evolving industry standards. Our management team will monitor progress, set measurable goals, and encourage feedback from all stakeholders.

At Solace Interiors Limited, we firmly believe that our commitment to quality and the environment is not only a responsibility but also a source competitive advantage. By adhering to these principles, we aim to create beautiful interiors and acoustics that enhance the well-being of our clients while preserving the planet for future generations.

This policy statement is communicated to all employees, suppliers, and stakeholders and is publicly available on our website. We invite everyone associated with Solace Interiors Ltd to join us in our pursuit of quality and environmental excellence.

## **MD Commitment:**

As MD, I confirm my full commitment and support to this policy. This includes regular reviews of our policies and objectives as part of our management system process, ensuring that all employees of the company are dedicated to the effective application of this policy. A copy of this policy statement is available upon request.

Signed:



Gayle Murphy, Managing Director

Date:03.04.2025

Rev:03

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