



# Policy Overview

## Health & Safety Policy

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### **Our commitment to Health and Safety:**

We strive at all times to provide a safe place of work for all of our employees, customers and other stakeholders.

Our aim at all times is to promote standards that support the health and well being of our employees.

We will risk manage our operations to enable the support required to maintain the further well being of our employees.

Demonstrable leadership will remain key to sustaining our commitment.

Employees within our organisation will remain empowered to challenge unsafe practices and transparency of objectives and results will be shared to ensure standards are maintained.

Regular assessments with stakeholders will take place to share results and further improvements as necessary.

## Quality Policy

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The principal aim of J G McCoy Engineering through a robust quality commitment is to continually improve customer satisfaction by developing procedures and systems to enhance the quality of our customer service.

### **We are committed to:**

Providing a superior customer experience



Enhancing mutually beneficial trading relationship  
Maintaining levels of stock to ensure consistent supply levels  
Reviewing annually our performance against our commitments  
Providing class leading sales and service to aid our customers, supply chain and employees  
Compliance with all legal and industry standards

**We will endeavour to deliver our commitments through:**

Regular internal audits  
Identification of key performance indicators  
Agreed regular reviews with our customers  
Efficient and timely dealings with any service issues  
Constant reviews of legal and industry standards

**Responsibilities and Accountability:**

**Managing Director:**

Demonstration and promotion of our policy aims  
Adequate provision of resources  
Monitoring of policy implementation and company performance against commitments

**Senior Management Team:**

Provide and promote leadership to meet policy objectives  
Use key performance indicators to measure implementation of commitments  
Review measures to identify business improvements

**Stakeholders and non Executive colleagues:**

Collaborate with management to oversee implementation of policy  
Provide feedback to management on performance of commitments

**All employees:**

Ensure quality procedures are robustly implemented  
Report issues with stock and customer service as a priority



## Return and Refund Policy

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### **Our commitment to Returns and Refunds:**

Right to cancel or return shall begin once we accept your order.

Once we accept your order the contract begins.

Notification of cancellation or return is required within 30 days of your order being accepted.

Goods can only be returned during normal business hours (9am – 5pm).

If goods returned require collection a reasonable charge not exceeding our direct cost will apply.

Refunds, in credit form, will be administered no more than 30 days later than received the goods in reusable state.

## Environmental Policy

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### **Our commitment to the Environment and Communities:**

We recognise that we have a responsibility to the environment and communities that we operate in.

We are committed to developing class leading systems enabling our industry, etc

We are committed to invest further in developing our systems to aid the reduction of our environmental impact throughout our operations.

Our measures will be transparent and shared with our customers and stakeholders.

Elimination of waste focussed around, but not limited to, our internal operations, commercial and supply chain activity will be priorities. Areas such as transport, stock, defects, time management and production



processes will be subject to regular review.

These commitments are aimed at delivering the lowest carbon footprint achievable to benefit communities and industry alike.

A collaborative approach with all stakeholders, we recognise, is key. We are determined and dedicated to deliver.

## Privacy Policy

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### **Our Commitment to your Privacy:**

Your trust is important to us. Therefore, we've updated our privacy notice to explain how we collect, store and handle your personal data.

#### Why we hold your data

We seek to give you the best possible experience with J G McCoy Engineering. Your data enables us to understand your business and cater to your requirements.

#### How we collect your data

We do this through a number of ways

On site visits, networking events, one to one meetings, opening an account and of course purchase orders. We treat your data with utmost care and take appropriate steps to protect it.

#### When we share your data

We never sell your details to any third parties, including suppliers. There are times when we share your data with third parties, which is through your purchase orders. When ordering from us, we provide your project address, contact name and number to the chosen courier service. This enables them to deliver your order and help's us provide a better service to you. We do not share your data with third parties for them to market their products/services to you.



If you have any questions about how we protect your privacy or to opt out, please contact us at [mccoyengineering@gmail.com](mailto:mccoyengineering@gmail.com)

Signature:

Position: Managing Director

Date: June 2022