



A.J WELLS & SONS LTD



Integrated Quality & Environmental Policy

Ref: PO-A-9-1

Founded in 1972, A J Wells & Sons Ltd is a proud, family-owned and operated British company based on the Isle of Wight. We specialise in designing and manufacturing high-quality stoves, producing and installing vitreous enamel products, and importing fair trade tiles. Now run by the second and third generations of the Wells family, we remain dedicated to creating enduring, high-quality products that reflect our values of craftsmanship, sustainability, and responsibility.

We take our commitments seriously – to our customers, employees, and the wider community. This includes our dedication to quality, reliability, and environmental responsibility in everything we do.

To support these commitments, we have established an Integrated Management System (IMS) built on the requirements of internationally recognised standards:

- ISO 9001 for quality management
- ISO 14001 for environmental management, and
- ISO 45001 for occupational health and safety management.

Our Intent and Commitments

This policy outlines how we achieve our goals and ensure continual improvement through our IMS. Specifically, we will:

1. Satisfy all relevant customer, regulatory and sector requirements.
2. Deliver high-quality products and reliable installation services.
3. Set and achieve measurable objectives for quality, environmental performance, and health & safety.
4. Identify and control risks to protect our people, operations, and stakeholders.
5. Protect the environment by preventing pollution and reducing the significant environmental impacts of our activities.
6. Safeguard the health, safety, and well-being of everyone who works with or for us.
7. Promote sustainability by enhancing environmental practices, conserving resources, and preserving our island environment.

Communicating and Improving the IMS

We are committed to continuous improvement through regular audits, reviews, and active employee involvement, ensuring our systems remain effective and relevant.

Our IMS is communicated across the business, shared with those working on our behalf, and made available to other interested parties across request.

Our values are embodied in the AJ Way.

The team-focused communication toolkit has been the heart of our company culture for several years, fostering collaboration and alignment across the business. It engages the hearts, minds and efforts of every team member, uniting them behind our shared direction and vision. At its core are our Company Values and Purpose: *“Transformed lives and customers delighted.”*

The A J Way continues to guide everything we do, creating a culture of excellence and shared success.



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OUR VALUES				
AUDACITY	UNITY	GENEROSITY	HUMILITY	TENACITY
We have a big vision	We trust and respect each other	We prioritise each other's safety and wellbeing	We choose to believe the best in others	We work hard
We take risks	We overcome challenges together	We share ideas, knowledge & information	We love to serve	We never give up
We aim high	We listen well to each other	We encourage each other	We are authentic and real	We continuously improve quality and speed
We are not afraid to make mistakes	We talk about WE not I, US not ME	We give our best	We are transparent	We take responsibility and make things happen
We celebrate success		We care more		We follow up on actions

At A J Wells & Sons Ltd, we remain inspired by our heritage and driven by our vision for the future. Together, as a family and a business, we are dedicated to upholding the highest standards of quality, sustainability, and safety.

Hugh Wells
 Managing Director
On behalf of Board of Directors

Guy Wells
 H&S/Operations Director

January 2025