

# QUALITY POLICY STATEMENT

Quality is important to our business because we value our Customers. We strive to provide our Customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Management System which provides a framework for measuring and improving our performance and in particular:

- ▶ Defines all business processes and operations within the organisation;
- ▶ Provides a framework for establishing achievable quality objectives;
- ▶ Allows performance measurement against its effectiveness.

It is our policy to provide consistent high quality and comprehensive range of waste management services in accordance with the requirements and expectations of our customers, to include:

- ▶ Collections up to schedule and enabling smooth running of the customer's operations;
- ▶ Advice and assessment to ensure services suited to customer needs.

The provision and operation of these services are arranged to satisfy corporate business strategy in compliance with the requirements of relevant legislation, Standards and Codes of Practice.

We have the following system and procedures in place to underpin and support us in our aim of total Customer Satisfaction and continuous improvement throughout our business:

- ▶ Gathering and monitoring of Customer feedback;
- ▶ A customer complaints procedure;
- ▶ Procedures for selection of suppliers;
- ▶ Training and development for our employees;
- ▶ Regular audit of our internal processes;
- ▶ Measurable quality objectives which reflect our business aims;
- ▶ Management reviews of audit results, customer feedback and complaints by means of monitoring and measuring.

The competence and awareness of all staff is regularly reviewed to ensure the effectiveness of their contribution to achieve quality objectives and targets.

As part of internal communication procedures and staff training programmes, quality policy and quality objectives are communicated, understood and maintained at all levels within the organisation to ensure that Quality is embedded within the whole of the Company. The policy is available from the Intranet, Company's website and information boards.

This policy is regularly reviewed by the Senior Management to ensure its continuing suitability and relevance to the Company activities.

Signed   
**Phil Gudgeon**  
 Managing Director

Policy Revised: 30<sup>th</sup> January 2019  
 Next Revision: 29<sup>th</sup> January 2020

