



QUALITY POLICY

Our group of companies provides a comprehensive waste management solution including collection and processing of hazardous and non-hazardous waste from industrial and commercial customers, as well as members of the public. The company operates three waste transfer stations and also offers skip hire, scrap metal recycling and haulage services.

We are committed to providing the highest possible level of service to all our customers, at all levels within the company. In order to ensure that we achieve excellence in our activities, the Company has implemented a formal Quality Management System, which satisfies the requirements of BS EN ISO 9001:2015.

The Company's objectives which form the basis of the Quality Management System are:

- Customers' needs shall be fully understood;
- Appropriate resources shall be utilised in order to manage customer expectations and deliver upon agreed timescales;
- Complete customer satisfaction at all stages of the service;
- The company is committed to a process of continual improvement and sets improvement objectives which are re-assessed regularly.

The policy and its objectives are communicated to all employees, volunteers and external consultants. Progress towards the quality objectives is monitored and will be the foundation on which we will build continuing improvements in our performance.

The quality policy and management systems are reviewed and updated regularly to take account of changing circumstances and customer requirements.

Name: Oliver Hazell

Signature:

A handwritten signature in black ink, appearing to be 'OH', written over a horizontal line.

Position: Managing Director

Date: 13th January 2023