

The Company specialises in waste treatment, disposal and energy recovery and seeks to be outstanding and innovative in every aspect of waste management, in partnership with Local Authorities and industry.

This statement sets out the Quality Policy which applies to all the Company operations.

The Company is committed to meeting the principles of the ISO 9001 standard.

Aims and Objectives

The Company is committed to:

'Delivering a quality service that evolves to meet the changing needs of its clients and being regarded as a company whose service and support consistently exceeds those of its competitors.'

To fulfil this commitment, in addition to meeting contractual and legislative requirements, it will aim to exceed the standards laid down in law for health, safety and the environment. The company will aim to achieve this through:

- Maintaining good communication channels with all stakeholders;
- Reviewing the services, it provides and organising operational activities in a systematic manner with clear work procedures;
- Ensuring the traceability of work carried out;
- Minimising deficiencies and errors; and
- Carrying out improvements, under the umbrella of working in partnership.

Regular reviews will ensure best practice by implementing knowledge gained and to ensure the continual improvement of the service. In particular, the Company will:

- Plan new services so that they are operable, achievable and adequately resourced to meet relevant quality standards;
- Provide training and instruction to enable all employees to undertake their duties effectively and safely, thereby playing their role in the delivery of a high quality service;
- Communicate this Quality Policy to all stakeholders, employees, clients, suppliers and other interested parties;
- Continuously and formally review quality management processes, in order to set and, if appropriate, reset clear objectives in support of the achievement of the required aims;
- Make available sufficient resource within the Company to support development of and adherence to this policy; and
- Through the senior management team, review this Policy on a regular basis to ensure it remains up to date and relevant to the quality requirements of all its stakeholders.

Communication and Review

The success of this policy is reliant on the combined efforts of all employees to ensure procedures are complied with and that consideration is given to all stakeholders in the maintenance of the quality system. The policy will be reviewed on a regular basis.

Mark Silvester
Chief Executive
Officer



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