



### Quality Policy Statement

With our unique on-site waste management service, we aim to demonstrate a consistently high standard of professionalism in all our business activity and to deliver the highest quality of service to our customers. We fully recognise the importance that the quality of our service has to the future of our business.

We operate within all legislation applicable to our industry and are committed to continually improving our quality systems.

Specifically we aim to:

- Deliver a quality service to maintain excellent customer relations.
- Ensure that we have the skills and resources to fulfil our customer requirements.
- Maintain a professional customer interface at all times.
- Ensure that our customer requirements have been fully understood and that any targets set by them are achieved.
- Ensure that any complaints are dealt with efficiently and within an acceptable time period.
- Continually assess the training needs of all our staff and involve them in quality improvement.
- Set specific quality targets which will be monitored and reviewed.
- Ensure that all sites operate consistently to a defined standard.
- Stay abreast of legislative changes and plan for these.

In order to achieve these goals, we will set ourselves measurable targets and will regularly monitor our progress against these.

This policy will be communicated to all staff to ensure that the whole organisation is quality driven.

Signed: *Michael Owens*

Date: *18/03/2017*

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