QUALITY POLICY

Recover. Divert from landfill. Recycle. Those core values underpin everything we do.

We're determined to become a zero-landfill company ourselves – and we're committed to helping our clients achieve that goal, too.

99% of the waste processed at our Greater Manchester facility is recovered and recycled – and we're working hard to make this 100%.

We are also committed to providing exceptional service to all our clients. Our role is to simplify waste disposal for you while making sure that your company is fully compliant with all the current waste disposable legislation.

In order to meet this commitment, we maintain an effective and efficient Quality Management System.

In particular, we will:

- Set measurable objectives that will help achieve your requirements, including:
    - On time collection of your waste
    - Do no damage to your, and anybody else's property whilst collecting waste
    - Ensure you meet your legal requirements regarding waste management
- Monitor and measure the effectiveness of our business processes and objectives through Management Reviews and the internal audit process
- Proactively seek feedback from you on how well our services meet your requirements and set objectives for continual improvement Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meet our requirements
- Provide a work environment that promotes the wellbeing of our employees and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's services and business processes
- Ensure that all employees and people doing work for us are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that the Company complies with all necessary regulatory and legal requirements

Signed:



Neil Mackey
Managing Director
14th October 2026