QUALITY MANAGEMENT ARRANGEMENTS POLICY

Kenny Waste Management Ltd is committed to ensuring its employees have sufficient skills, understanding, and current quality knowledge to perform their duties.

Document Owner	Lauren Ball
Applies To	All employees, agency workers and suppliers involved in delivering our services.
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Approved By	Neil Mackey – Managing Director
Date Approved	29/06/26

1. Purpose

This policy sets out the arrangements we use to plan, deliver, verify and continually improve the quality of our services and general performance. It is designed to reduce and prevent incidents of substandard delivery (i.e. missed scheduled services, order time etc), through clear responsibilities, effective controls, competent persons and consistent learning from issues.

2. Scope and Definitions

This policy applies to all services and activities undertaken by the Company, including (where applicable) delivery/ exchange/ collection of bins and skips, site operations, and procurement.

- **Substandard Delivery**: any service, or behaviours that does not meet contract requirements, specifications, approved methods, statutory/ regulatory requirements, applicable standards, or our internal Company procedures.

- **Non-Conformance**: a failure to meet a requirement (including client requirements, legal requirements, or internal requirements).

- **Corrective Action**: action to eliminate the cause of a detected non-conformance.

- **Preventive Action:** action to eliminate the cause of a potential non-conformance.

3. Policy Statement

We are determined to become a zero-landfill company ourselves and we are 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 are 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

4. How we will carry out this policy (our arrangements)

4.1 Roles, Responsibilities and Authority

- **Board:** sets expectations for quality, provides resources, reviews performance and ensures this policy is implemented.
- **Heads of Department:** ensures services have sustainable quality arrangements, competent management and effective supervisor; intervenes where performance is not acceptable.
- **Nominated Person (SHE & Transport Manager):** maintains the Quality Management System (QMS), completes audits, supports departments/ teams and in corrective actions and reporting trends to the Board
- **Service Operators** implements quality controls, ensures operatives are briefed and raises/ acts upon any non-conformance immediately.
- **All employees and subcontractors (where applicable):** take responsibility for the quality of their work, follow approved information/ methods, and stop and report if services do not meet requirements.

4.2 Quality Planning

- **Service Requirement Review:** confirm client's needs, confirm scope of required services including any contractual stipulations and any legal/ statutory stipulations before commencing services.
- **Competence and supervision:** assign competent personnel, ensure supervision levels are proportionate to risk, and brief the team on quality requirements before commencing.
- **Document control:** ensure only current approved procedures and revisions are available and used (including control of subcontractor information).

4.3 Quality Control During Delivery

- **Service Level Monitoring:** service operators to regularly check that conditions of service level agreement(s) are maintained; utilising service KPIs as a means of measuring.
- **Key Account Advisor:** is assigned on commencement of service(s) to liaise with the client, being the clients point of contact and having regular check-ins with the client(s).
- **Feedback Mechanism:** gain client(s) feedback throughout the delivery of the service, reviewing and implementing corrective measures where appropriate.
- **Site Audits and Toolbox Talks:** assigned field personnel to carry out comprehensive site audits to assess the clients' continuing needs and complementary client toolbox talks on best practices for on-site waste segregation, on commencement of a new service and at periodic intervals thereafter.

4.4 Supplier and Subcontractor Quality Management

- **Selection (Vetting):** select suppliers/ subcontractors/ waste partners using defined criteria appropriate to the work/ service required (i.e. competency, experience, quality history and relevant licensing requirements).
- **Clear requirements:** purchase orders/ subcontracts will define the required standards and record requirements.
- **Monitoring and Management:** audit subcontractors and their assigned services at periodic intervals. Recording and reviewing any quality issues.
- **Review:** supplier/ subcontractor/ waste partner performance will be reviewed at periodic intervals and any findings captured for consideration on future selection.

5. Communicating these arrangements to employees

- We will ensure this policy and associated procedure are understood and applied by:
- Issuing the policy to all employees via induction, toolbox talks/ briefings and Company communications (i.e. Blink app).
- Making relevant procedures, templates and documents (i.e. PQQ, checklists, site audit forms etc), readily available at point of use.
- Including quality responsibilities in job descriptions/ roles and reinforcing expectations through supervision and performance discussions.
- Providing quality-related training and refresher briefings appropriate to the role, task and risk.
- Requiring subcontractors/ waste partners to be briefed on applicable quality arrangements during commencement discussions.

6. Responding to, monitoring and recording incidents of substandard delivery

6.1 Immediate response (stop, make safe, contain)

- Any person who identifies a quality issue must stop the activity (where safe and appropriate), prevent the issue from being covered up and notify their supervisor/ manager immediately.
- We will contain the issue to prevent it affecting other works or the client.
- We will agree and implement corrective/ remedial action in line with contract requirements and any client approval process.

6.2 Recording and Investigation

All incidents of substandard deliver will be recorded. As a minimum the record will capture:

- Date/ time, site

- Description of the issue, requirement breached, and how it was identified.
- Immediate containment actions taken.
- Impact assessment (quality, cost, safety implications).
- Root cause analysis proportionate to risk
- Corrective actions, responsible person and due dates.
- Preventive actions to stop recurrence (i.e. training, procedure update).

6.3 Monitoring, trending and management review

- **Registers:** complaints and issues to be logged in a central register to allow tracking and trending.
- **KPIs:** we will monitor service through KPIs.
- **Audits:** periodic site and process audits will be carried out to verify compliance with this policy and stipulated contract requirements.
- **Review Meetings:** quality performance, trends and significant non-conformances will be reviewed at regular intervals.
- **Continual Improvement:** lessons learned will be captured and shared; procedures, checklists, training and supplier/ waste partners controls will be updated where necessary.

7. Document control, review and relates documents

- This policy will be reviewed at least annually or sooner where changes to legislation, standards, client requirements, organisational structure or performance indicate a need.
- The current version will be made available to employees and relevant interested parties. Superseded versions will be retained in line with our retention arrangements.
- Related documents may include (as applicable): training matrix and records, supplier/ subcontractor/ waste partner criteria.

Signed:



Neil Mackey
Managing Director
29th June 2026