



Quality Management Policy

We are a family-run business specialising in the collection, carriage and safe disposal of all types of hazardous and WEEE waste across the UK. We are primarily focussed on meeting the needs and expectations of our customers, and pride ourselves on offering fully-compliant, cost-effective and agile solutions. This leads to high levels of repeat business from a loyal and satisfied client base.

To consolidate this reputation, maintain quality of service and develop customer relations further, we are committed to making every reasonable effort to refine our processes and their effectiveness, to yield continual improvement in business performance.

In support of this commitment, we have developed an Integrated Management System (IMS) which applies to the following scope of activities;

The packing, collection and transport of hazardous and non-hazardous waste materials

The IMS includes clear arrangements for the management of our business activities and the reliability of their outputs. The IMS is certificated to ISO9001:2015 by UKAS-accredited certification body and facilitates the following policy commitments:

- Systematically identify critical internal and external issues which may prevent the business and the IMS from achieving its aims;
- Understand all key requirements for the successful operation of the IMS, including the needs and expectations of customers and other stakeholders, industry standards and best practice;
- Manage operations so that all legal, customer and other relevant obligations are met at all times;
- Systematically monitor activities to identify either risks which may affect our ability to fulfil our commitments or opportunities to realise improvement;
- Utilise the systematic identification of critical issues, risk and opportunities to determine objectives which will yield continual improvement in business performance and the IMS;
- Develop and implement plans to facilitate achievement of the set objectives; and
- Complete formal, periodic reviews of the entire IMS and its effectiveness, via internal audit and management review processes, to support continual improvement.

Full details of the arrangements required to fulfil these policy commitments, along with allocation of duties and specific responsibilities are contained with our **Integrated Management System Manual (SWS-M&P-004)** and associated documents; all of which are enabled and authorised for implementation by this policy. The policy will be reviewed periodically to ensure it remains suitable, sufficient and continues to satisfy our compliance obligations. Amendments, where required, will be incorporated and communicated to all personnel.

William McGovern

Managing Director
January 2024