

### **QUALITY POLICY** **STATEMENT**



JWS Waste & Recycling Services provide customers with a range of transport-based collection services in addition to waste recycling and recovery services, utilising our purpose designed material recovery facilities.

The Company recognises the importance to its future of adopting a strategy that bases the development of its business through the pursuit of quality in all aspects of the business.

The commitment to quality is defined by the timely and efficient delivery of service and in meeting our landfill diversion goals through the implementation of operational systems, which reflect customer and business needs and meet the requirements of statutory regulations for safety and the environment.

The demonstration of quality in the business is provided by the effective and consistent implementation and review of the following operational systems which reflect customer and business requirements and result in continual improvement in customer services and satisfaction:

- Driver collection procedure
- Site user instructions
- Employee induction procedure
- Employee training programme
- Employee performance reviews
- Risk assessment database
- Method statements
- Safety alert notices
- Container safety inspection
- Customer satisfaction monitoring
- Customer service policy
- MRF output protocols
- Non-conformance reporting procedures

The profitability of the Company is recognised as a key measure of the Company's ability to deliver customer service. Budgetary controls are in place to monitor financial performance and full management accounts, including a profit and loss account and balance sheet, are produced on a monthly basis.

The development of employees through training and the empowerment of personnel is recognised as a key measure of quality in the organisation and is promoted by identifying training needs through regular staff meetings and individual performance reviews.

As a training provider, JWS will ensure that they only deliver training which has been pre-approved by the relevant organisation where necessary (e.g. Driver CPC training). JWS will also actively seek to obtain feedback following each course to allow for the continuous assessment and improvement of our courses.

The quality policy provides a framework for establishing and reviewing quality objectives. The process of continual improvement is met through a regular review of these objectives and our ISO 9001 accredited Quality Management System.

All Company employees are made aware of this policy, the quality objectives and procedures. Training is provided to achieve the standards defined by the policy and employees are responsible for observing quality policy provisions and carrying out their work in accordance with the systems and procedures contained in the Management System. Employees are required to notify any failures in compliance to the policy.

The quality policy will be continually improved through a process of management business reviews to identify required changes and improvements to the objectives set out.

It is the responsibility of the Managing Director to ensure the quality policy is fully implemented and to set a timetable for regular review where the effectiveness of the policy can be assessed and staff can be encouraged to monitor, control, and audit and review the objectives set out.