

GRG Waste UK Quality Policy

Purpose of this Policy

GRG Waste UK encompasses BKP Waste & Recycling Ltd, Chloros Environmental Ltd, Novum Waste Recycling and Greenway Environmental Ltd.

The Group and its Directors are committed to delivering the highest possible level of customer service to satisfy and where possible exceed our customers' expectations. We will strive to continually improve our systems, processes and services. We recognise our continuing profitability is a measure of the extent to which we are able to satisfy our customers.

Responsibilities and our Commitment

The Directors are responsible for establishing, monitoring and reviewing the quality performance of the Group.

We are committed to implementing and continually improving the quality management system that complies with the ISO 9001:2015 standard. We will accomplish this by providing an outstanding service to sustain long-term success and improvements.

Achieving our Commitment

We are committed to continually improving and creating a strong and sustainable quality culture, across all our activities by:

- Deploying the best leadership and management structure by providing clear direction and objectives.
- Complying with applicable requirements, including satisfying the requirements of our customers as well as legal and other requirements relevant to our business.
- Monitoring our performance to verify that we are fully compliant with our standards requirements and expectations.
- Providing sufficient resources to carry out adequate training and establishing systems to assist all personnel to achieve the standards required.
- Engaging with our employees and interested parties at all appropriate levels on quality responsibilities through standards, training and effective communication.
- Implementing robust quality management systems, adopting best practices and ensuring they are communicated and maintained.
- Ensuring our supply chain partners meet the standards we set.
- We will monitor and review our systems at least annually to ensure they are adequate.
- Setting challenging quality performance targets and objectives.

Director's Name:

Director's Signature:

Review Date:

Title	Quality Policy	Revision / Status	V01 Live
Reference	GRGQM001	Date reviewed	17/05/2024