

Quality Policy

It is the policy of this Company to provide its customers with a quality service which fulfils the expectations of its customers and maintains a quality system designed to meet the requirements of ISO9001:2015.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

The Integrated Operating Policies and Procedures Manual outlines the quality assurance systems of the Company and, where applicable, details the methods that are employed to operate these systems which are mandatory requirements for all personnel

A handwritten signature in blue ink, appearing to read "David Adams", with a stylized flourish extending to the right.

David Adams

Managing Director

Business Waste Ltd

29/07/2022