

# QUALITY POLICY

The objective of Forge Recycling is to provide cost-effective exemplary waste management services to its customers.

In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

- Set measurable objectives that will help achieve customer requirements, including:
  - Aim to lift 100% of all bins we are contracted to collect from first time
  - Operate a certified ISO 9001:2015 certified quality management system
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process
- Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements
- Provide a work environment that promotes the wellbeing of its 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 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

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Board of Directors:



**Name: Harvey Mills**

**Position: Managing Director**

**Date: 01/10/18**