

## QUALITY POLICY

If this document is printed out it may no longer be up to date. Please refer to an electronic version to ensure you are viewing the most recent version.

Wrights of Twycross Limited (the 'Organisation') aims to provide defect free products and services to its customers on time and within budget.

The Organisation operates a Quality System that has gained BS EN ISO 9001 : 2015 Certification, including aspects specific to the provision of recycling, bulk haulage, waste management and environmental services, plant hire, tankering and jetting services.

The Board of Directors and senior management are committed to:

1. Develop and improve the Quality System
2. Continually improve the effectiveness of the Quality System
3. The enhancement of customer satisfaction.

The senior management team has a continuing commitment to the following principles:

1. Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
2. Communicating throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establishing the Quality Policy and set Quality Objectives at relevant functions, levels and processes.
4. Ensuring that the Management Reviews set and review the Quality, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality System
5. Ensuring that service provision processes are reviewed, possibilities of errors are identified and positive action to eliminate them is taken.
6. Ensuring the availability of resources
7. Ensuring that everyone understands how to do their job properly and doing it correctly first time.

The structure of the Quality System is defined in the Quality & Environmental Manual.


The Organisation will continually review and improve our services to ensure tasks are completed in the most cost effective, safe, timely manner and with consideration to the environment for the benefit of our customers, our staff and the environment in which we work and make our living.

The Organisation will ensure that all personnel understand the requirements of the Quality Policy and abide with the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its Quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

## QUALITY POLICY (continued)

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality System.

Date of Issue: 21/02/2024	Signed: 
Date of Next Review: 31/01/2025	Print Name: Kevin Owen.