

## QUALITY POLICY

Transwaste will continue to resource our management system to meet the standards of ISO 9001:2015.

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

Transwaste are committed to providing our customers and external providers with a service that meets and exceed expectations and does not have a detrimental effect on the quality of the entire supply chain.

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

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Approved supplier selection and performance monitoring
- 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

Whilst top management have ultimate responsibility for quality all employees have a responsibility within their own areas of work to ensure that quality is embedded within the whole of Transwaste.

This policy is maintained as documented information, is available to our interested parties and is communicated to all persons working under the control of Transwaste.

Mark Hornshaw  
Managing Director



1<sup>st</sup> November 2018