

As managing director, I commit the Company to the search for excellence and the total satisfaction of our customers' justifiable and legitimate demands, and their specific requirements. We strive to be an efficient supplier and to offer our customers a prompt, courteous and effective service. We seek to handle, collect and deliver products and services in a manner that is not detrimental to the environment or to the health and safety of our staff, our customers, and the general public both inside and outside our facilities.

The Company's objective of consistent high quality performance is met by mandatory adherence to procedures, through staff training and the development of personal responsibility for all employees, together with the provision of adequate resources, according to the principles of Quality Assurance.

The Company name's quality policy is based on the following principles:

- The Company is responsible for reviewing our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them; ensuring that tasks are completed in the most cost effective and timely manner for the benefit of all our customers, large and small.
- The directors are charged with the provision of an ongoing staff training and development programme so that the quality policy is understood, implemented and maintained at all levels within the Company.
- To further ensure that the policy is successfully implemented, staff members will be personally responsible for fully identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.
- All personnel are responsible for ensuring that when mistakes are made, they are recorded and rectified quickly, and are not repeated.

As managing director, I will set a good personal example to others in complying with the duties laid upon me and will expect all employees to co-operate with the company in respect of this policy to ensure it is carried out.

Paul Spinks

Director