

## QUALITY POLICY

**NatWaste** is committed to providing the highest quality service by listening to our customers and continually reviewing our processes in line with business needs, thus maximising the efficiency of our QUENSH System (**Q**Uality, **E**Nvironment and **S**afety & **H**ealth). The principal elements of our policy are: -

- To develop and maintain a QUENSH System satisfying the requirements of BS EN ISO 9001: 2015 which forms the framework for achieving continual improvement, complete customer satisfaction and full realisation of all company objectives in accordance with our strategic direction.
  
- To focus on the requirements of customers, establishing levels of communication capable of fully determining their needs and expectations.
  
- To establish and maintain an infrastructure capable of supporting all company activities and realising all company objectives.
  
- To identify scope for improvement in every aspect of the company's activities, devising and implementing effective solutions throughout.
  
- To satisfy applicable legal requirements.

Implementation of the Quality Policy is the responsibility of every member of staff throughout the organisation, supported by our processes and training structure.

APPROVED BY: Sean Merrett

DATE APPROVED: 11/03/20

