

Statement

Neales Waste Management Group of Companies including Neales Waste Management Ltd, NWM Holding Limited and Quercia Ltd and herein after referred to as the Company is dedicated to this quality policy and will endeavour to ensure that its products and services fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal. It is also recognised that the business environment will have an impact on our quality policy.

Neales Waste is committed to the management of mutually beneficial relationships between clients and suppliers, working together in the implementation of this policy and in continually improving the quality of the products and/or services it supplies.

In the provision of our goods and services we will:

1. ensure that we fully identify and strive to meet the needs and expectations of our customers and conform to the agreed compliance standards for the services we supply;
2. assess the risk of our service provision and processes so we can mitigate potential risks of process defects;
3. ensure that our people are suitably competent to carry out their work activities to required timescales in a manner that will not adversely affect the quality of services we supply;
4. monitor and regularly review the business environment in which we operate and the associated internal and external issues that affect us.

To ensure that this policy is successfully implemented, our people will be responsible for identifying customer requirements and ensuring that the correct process are followed to meet those requirements.

Objectives will be set to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy and the changing business environment. These objectives will be monitored during management reviews.

The commitments outlined in this quality policy and the improvement objectives will be communicated and available to all relevant interested parties at all times. Awareness training will be an integral part of the strategy to achieve the objectives.

The policy will be reviewed at regular intervals to ensure that it continues to be effective and meet customer expectations.

Policy

The Company recognises its duties to provide integrated Quality and sustainable environmental services and waste management solutions through a customer focused, innovative and dynamic approach, using the best technologies whilst protecting the environment, our employees and the reputation of our customers and other partners.

We are committed to continual improvement in our Quality performance and will ensure, as far as is reasonably practicable: The welfare of employees, service users, general public and all lawful visitors to the company's premises

This Policy will be an integral part of our corporate business strategy and will also form the bases for setting objectives and targets in line with the requirements of ISO9001:2015.

It is the policy of this Company to implement and maintain an effective Quality Management System by promoting awareness and understanding of the system and to ensure adequate resources and training is available to ensure continual improvement of our waste management service.

The importance of continual improvement in the Company will be reinforced by the setting and reviewing of goals and objectives based on:

- Key performance indicators
- Audits; internal and external
- Stakeholder, customer expectations and employee feedback

The Company will:

- Fulfil customer and stakeholder requirements
- Provide a waste management service that ensures customer satisfaction is enhanced wherever possible.
- Understanding of the organisation and its context

The management systems are reviewed periodically by senior management and reviewed as and when necessary to meet changed requirements in the needs of the business, our customers or other stakeholders.

The ultimate responsibility for Quality lies with the Company's Senior Management Team.

Signed: 
Operations Manager

Dated: 17/05/2023

Signed: 
HR & Office Manager

Dated: 17/05/2023