

## Albion Waste Quality Policy

*Last Updated: 13 February 2024*

### 1. Purpose

At Albion Waste, our primary objective is to deliver high-quality waste management services that meet and exceed the expectations of our customers. This Quality Policy is designed to ensure we provide reliable, efficient, and environmentally responsible services while continually enhancing our performance.

### 2. Commitment to Quality

Albion Waste is committed to understanding and addressing the needs of our customers. We engage closely with our clients, suppliers, and subcontractors to deliver the right quality of work and service from the outset. Seeking and acting on customer feedback is a cornerstone of our approach, allowing us to continually assess and improve our service offerings.

Our commitment extends to the professional development of our employees. We ensure that all staff members are well-trained and capable of performing their roles safely and responsibly, in alignment with our Health, Safety, and Environmental policies. Continuous training and upskilling are integral to maintaining high service standards and adapting to evolving industry requirements.

Every member of our team plays a crucial role in upholding our quality standards. We foster a culture of accountability, where each individual is responsible for the quality of their work, contributing to a continually improving work environment.

### 3. Management and Oversight

The management team at Albion Waste, led by our Chief Executive Officer, Alex Taylor, is dedicated to implementing and maintaining this Quality Policy. We ensure that our management structure supports our quality goals and reflects our commitment to excellence. This includes investing in advanced IT systems, ongoing professional development, and regularly reviewing our operational processes.

### 4. Continuous Improvement

Our approach to quality involves a focus on several key areas:

- Meeting and exceeding client requirements by ensuring our services are tailored to their needs.
- Minimising waste and operational losses through efficient practices and innovative solutions.
- Adhering to our Environmental Policy, which guides all our activities to support sustainability and benefit the community.
- Identifying and implementing improvements in our working practices and quality management systems to remain effective and relevant.

## 5. Responsibilities

All employees at Albion Waste are responsible for understanding and fulfilling customer needs, and for ensuring the quality of their work. We support our staff in maintaining high standards and encourage a proactive approach to quality in all aspects of their roles.

## 6. Implementation and Monitoring

To ensure the effectiveness of this Quality Policy, we have established a robust management system that provides clear guidance and tools for achieving and maintaining high standards. We regularly review and monitor our quality management practices, gather feedback, and assess performance to drive continuous improvement.

**Signed by:**

*Marianna Banniha*

Director

Albion Waste

Date: 13 February 2024