H W Martin Waste Limited

Premier Waste Recycling Limited

Quality Policy Statement

Document Owners

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Document History

Review Date	Reviewed By	Comments / Amendments	Version
30 April 2022	Iain Kay	Annual review. Changes to reflect the separation of Waste and PWR from Plant	2.0
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Quality Policy Statement

H W Martin Waste Limited and Premier Waste Recycling Limited

H W Martin Waste Limited and Premier Waste Recycling Limited have been providing waste and recycling services to a wide range of clients for several years. Each company is a key part of the Martin Group of Companies and works closely with the other Group businesses to successfully deliver a range of specialist services to the public and private sectors.

Each company places significant importance on Quality Management because we value our clients and customers. We aim to provide services that are delivered right first time, within budget and when expected. We are committed to the ongoing enhancement of client and customer satisfaction, working in collaboration with them to ensure that their needs and expectations are understood and fulfilled.

We operate a Quality Management System that is designed to meet the exacting requirements of ISO 9001:2015. It incorporates specific elements for the operation of Household Waste Recycling Centres and Material Recycling Facilities, and the provision of commercial waste collections. Our Quality Manual defines the structure of our Quality Management System and contains details of the systems and procedures we have in place to support our aims and objectives, including:

- establishing meaningful, measurable quality objectives that reflect our aims and strategy
- ongoing, regular monitoring of client and customer feedback including complaints
- training and development of our employees
- regular auditing of our processes, systems and procedures
- selecting and monitoring our supply chain against set criteria
- regular, documented management reviews of each of the above

We are committed to the continual development and improvement of the Quality Management System. Our quality performance is constantly monitored and we implement improvements when appropriate. This Quality Policy is regularly reviewed to ensure its continuing suitability.

Copies of this Quality Policy and the Quality Manual are made available to all members of staff. The Directors have ultimate responsibility for Quality, but all our employees understand the requirements of this Quality Policy, its importance in ensuring the company complies with all relevant statutory, regulatory and legislative requirements, and their obligations to work in accordance with the contents of the Quality Manual.

Robin Akers
Director