



## Quality Policy

SWM Waste & Recycling Limited is involved in the Waste and Recycling Industry and has a vision to be synonymous with professionalism and innovation together with faultless and safe project delivery in every operational area.

A key way to achieve this is by operating a Quality Management System within the Company Management System (CMS) in accordance with the requirements of ISO 9001: 2015.

### Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the CMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

### Top management shall:

- Take accountability for the effectiveness of the CMS.

Ensure the quality policy and quality objectives are established for the CMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.

- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the CMS are available; including training, support and encouragement.

Communicate the importance of effective quality management and of conforming to the CMS requirements.

- Ensuring that the CMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the CMS.
- Promote improvement.

Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

Signed:

A handwritten signature in blue ink, appearing to read 'Manjiv Mehta', is written over a horizontal line.

Managing Director

Date: 14/09/2020