

## Quality Policy Statement

Bourne Skip Hire and Recycling LTD (BSH Recycling) is committed to meeting customer requirements in terms of providing waste management solutions to both residential and trade customers. The Director of the Company recognises to succeed, it is essential to ensure high levels of service and customer satisfaction.

It is the Company's policy to provide its customers with a range of services that are reliable, repeatable, compliant with specification and consistent with their needs and expectations.

As part of the Company's commitment, a Quality Management System has been implemented in-line with the internationally recognised quality standard, ISO 9001:2015.

It is our policy and commitment to:

- Satisfy all applicable requirements including those of our customers
- Establish, set and review quality related objectives at annual Management System Review meetings, and as and when opportunities are identified
- Continually improve the effectiveness of our Quality Management System in meeting the needs and expectations of interested parties including customers
- Ensure employees and others working for the company act in accordance with this policy and the Company's Quality Management System and have the relevant competences to fulfil their quality related responsibilities

The Director of the Company is ultimately responsible for this policy and its review for continuing suitability. However, it is the responsibility of every employee and others working for BSH Recycling to ensure they adhere to the commitments set out in this policy statement.

**Signed**



**Chris Seggie**  
**Managing Director**  
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