

Quality Policy

Ref: QUAL-POLICY

Date: May 2021

Revision: 05



ECOFFICIENCY QUALITY POLICY



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Quality Policy Statement

Ecofficiency Ltd is a leading nationwide provider of outsourced waste management and recycling services, operating from premises in Doncaster.

The Company's aim is to achieve a high standard of service to its customers by operating a Quality Management System that meets the requirements of BS EN ISO 9001:2015, including aspects specific to the provision of waste management services and solutions.

The management is committed to:

- Continually developing and improving the effectiveness of the Quality Management System
- Satisfying applicable legislative and other requirements
- Auditing and engaging with our suppliers to ensure they act in accordance with our quality standards and applicable legislative and other requirements
- Ensuring that customer needs and expectations are determined and fulfilled
- Communicating to all employees the importance of meeting customer needs and expectations

To achieve this, Ecofficiency will:

- Develop objectives and targets on an annual basis
- Introduce initiatives and, where necessary, training for staff in order to achieve targets set
- Regularly review the Quality Management System, objectives & targets and the performance of the company
- Ensure the availability of resources to meet customer expectations, legal and other requirements

This policy will be reviewed at least annually by the Company Directors to ensure its continued suitability.

Copies of this policy will be displayed at the company premises and made publicly available on the company website and on request.

Signed: *Simon Raven*

Managing Director

May 2021



Context & Scope

The quality management system (QMS) operated by Ecofficiency Ltd is based on the requirements of ISO 9001 and applies to all activities undertaken by the business in our offices and on sites where we operate.

The scope of the quality management system is the provision of consultancy and project management of waste removal and treatment.

The following requirements of ISO 9001 are not deemed to be applicable to the company's activities:

- **7.1.5 'Monitoring and measuring resources'** – the only monitoring or measurement is soil testing, which is carried out by an external supplier
- **8.3 'Design and development of products and services'** – the company does not carry out design or development
- **8.5.3 'Property belonging to customers or external providers'** – the company does not control or use any property of its customers or external providers

Roles and Responsibilities

The **Board of Directors** is ultimately responsible for the implementation of this policy throughout the company and for ensuring that legal and other obligations are met. The Board shall ensure that the company QMS conforms to the requirements of ISO 9001 and that company performance is monitored and reported.

The **Operations Manager(s)** are responsible for ensuring compliance with the policy on the various sites on which the company works.

All staff are responsible for complying with relevant company procedures and for attending any training provided. Employees will be encouraged to suggest ideas for improvement for consideration.


Resources

The company will ensure that sufficient resources are made available to establish, implement, maintain and continuously improve the QMS, including the employment of a Health, Safety, Quality and Environmental (HSQE) Manager to provide guidance, training and other support as needed.

Competence and Training

A training and competence matrix will be established to determine the necessary competencies of employees and training provided where necessary for the job role.



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General training will be provided for all staff on: the company quality policy; the quality management system; company objectives and targets; and the importance of contributing to and conforming with the quality management system requirements.

Implementation & Communication

The company will plan, implement and control the processes needed to ensure the provision of services that meet customer requirements and expectations as well as legal and other requirements. An audit and inspection regime will be implemented to ensure that procedures are being followed.

A copy of this Quality Policy shall be displayed on the company notice board and made available to the public on the company website.

A copy shall be provided to external providers as part of their contract information.

