



# Severn Waste Services

## Quality Policy Statement

Severn Waste Services are committed to delivering a service that consistently meets the expectations of our customers and interested parties through:

- ◆ Operating a quality management system meeting ISO 9001 standards and ensuring the continual improvement in the effectiveness of this system.
- ◆ Establishing annual quality objectives and conducting regular reviews of performance including understanding the risks and opportunities that need to be addressed.
- ◆ Delivering services that meet in full our compliance obligations such as the contractual, legal and other applicable requirements relevant to our activities.
- ◆ Ensuring the involvement and co-operation of all employees and others working on behalf of the company in the implementation of this policy statement and management system.
- ◆ Ensuring a positive customer experience on all sites through high standards of safety and customer care.
- ◆ Encouraging the public to communicate openly regarding our quality performance through promoting the use of on-site systems for feedback.
- ◆ Understanding the needs and expectations of interested parties and working in partnership with them to help meet challenging targets to reduce, re-use, recycle and recover value and energy from domestic waste and avoid valuable resources going to landfill.

The ultimate responsibility for quality lies with the Board of Directors and through them the Executive Committee. Specific arrangements and organisational responsibilities are detailed in the Management System, which covers all Severn Waste Services activities. The Executive Committee will review this Quality Policy on a regular basis to ensure it continues to meet both the Company's and our customer's needs.



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Steve Longton  
Shareholder Representative  
FCC Environment (UK) Ltd

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