

# Quality Policy

## Context and overview

### Key details

- Policy prepared by: Emily Clarke
- Next review date: 05/01/2023

### Background

Andusia Holdings Limited believe the management of Quality is instrumental to our future success across the business by ensuring continual improvement and high levels of customer satisfaction. When designing, implementing, and maintaining our system we have taken a holistic, integrated approach to our business process management to ensure that all aspects of our business operations are effectively included within our Quality System.

The system is made available to all employees giving instructions and guidance on how to capture customers' requirements and how to communicate and interact both internally and externally ensuring our products and services are fit for purpose.

The system also meets the requirements of BS EN ISO 9001

## Policy

The Quality Management System Policy of Andusia Holdings Limited declares the company's commitment to providing a quality waste management service by:

- Conforming to customer and stakeholder requirements
- Providing waste management services that ensure customer satisfaction is enhanced wherever possible and is controlled by experience, expertise, capability and performance.
- Complying with contractual and any legislative obligations within the country in which it operates and or provides products/services to.
- Undertaking "conformity assessment" by an accredited certification body.

- Adopting best practice 'business standards' and promote their use throughout our associated supply chain without creating unnecessary obstacles to trade.
- Committing to continually improve through the understanding and interpretation of Fundamental concepts and quality management principles. Adopt the process approach which incorporates risk-based thinking and use the plan, do, check, act model to set objectives.

## Governance and Assurance

Company policy is approved by the Group Board which is chaired by the Chief Executive. Each policy is reviewed at least annually to ensure that we respond to our clients, business strategy, legislation, and any standards or codes of practices determined by the market. Our Quality, Health & Safety and Environmental Management systems are certified by the British Standards Institution who are approved by the United Kingdom Accreditation Service (UKAS).

## Authorisation

Signed: 

**Date: 05/01/2022**

[A version of this statement is also available on the company's website.]