



## Quality Policy Statement

Hazrem Environmental Ltd faces many challenges in a competitive market place, which are to be met using an effective Quality Policy that ensures:

- Customer satisfaction & loyalty;
- Competitiveness to provide a cost effective service;
- Employee motivation;

Each of these values is supported by the following principles:

**Our statement of general policy is:**

Hazrem Environmental's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System.

The objectives of the Quality Assurance System are:

- a) To maintain an effective Quality Assurance System complying with International Standard ISO9001 (Quality Systems).
- b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- c) To ensure compliance with relevant customer, statutory & safety requirements, and to continually improve the effectiveness of the management system.
- d) To ensure that the management system and its stated objectives are regularly reviewed, and is suitable to the company's service offering.



e) To ensure that the management system is communicated and understood by all personnel within the organization.

d) To endeavor, at all times, to maximize customer satisfaction with the services provided by Hazrem Environmental Ltd

e) To ensure continual improvement of the Quality Management System.

This Policy is available to interested parties on request and is communicated to all personnel.

This policy statement shall be reviewed and where applicable up dated annually. The successful implementation of the above objectives is the responsibility of the Managing Director.

P. Goddard - Managing Director    Jan 2024