

Quality Policy Statement

Elite Recycling Solutions is committed to consistently deliver progressive Waste and Recycling Solutions to our Clients, whilst continually providing service and products which exceed their expectations. We aim to deliver our Integrated Waste Management Solutions to the highest possible standard. This includes service and product quality, price and specification along with customer care.

We have determined that the concept of quality is inherent to our point of difference, our success and also for the benefit of our clients and stakeholders. We strive to work towards continuous improvement and effectiveness of our Business Management System. This framework is used to measure and improve our performance.

To achieve this, we have the following approach:

- ✓ **We comply with all applicable laws and regulations.**
- ✓ **Elite are a customer focussed organisation.** We manage our customer relationships closely to ensure delivery of services and solutions meeting our client's expectations for product, delivery, price and dependability.
- ✓ **Procedures are in place for the selection of key suppliers.** Elite seeks mutually beneficial supplier relationships with clear and open communication.
- ✓ **Elite actively involves people in our decision-making processes.** Sharing knowledge in the Elite team meaning we focus on innovatively meeting the objectives of our clients. This keeps people enthusiastic and proud to be part of the Elite team and derive satisfaction from their work.
- ✓ **Employee training and development programmes** are in place encouraging responsibility towards Quality Management. We accept ownership and responsibility to solve problems and work towards enhancement of the Elite team's knowledge and experience.
- ✓ **Elite has clearly defined and documented processes** to deliver our solutions efficiently. These have clear lines of responsibility, authority and accountability.
- ✓ **Regular audit of our internal processes.**
- ✓ **We seek continuous improvement** with management reviews of audit results, customer feedback and complaints. We promote prevention based activities, recognise improvements to continually improve efficiency and effectiveness.

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