



Quality Policy Statement

The Board of Directors of Craggs Environmental Ltd is committed to providing a high-quality service and innovative solutions for customers that as a minimum meet their expectations and where possible exceed them.

To achieve these objectives Craggs Environmental Ltd has committed to a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

It is Craggs Environmental Ltd.'s senior management intent to continually improve the effectiveness and implementation of the QMS and satisfy all applicable requirements relevant to the business. It is recognised that quality is the responsibility of all employees, and line management are charged with ensuring the clear communication and understanding of the management system among all their staff.

Senior management of Craggs Environmental Ltd is committed to the following:

- Ensuring the quality policy and QMS are compatible with the context and strategic direction of the business.
- Meeting all statutory requirements, codes and practice and applicable industry standards.
- Achieving high levels of customer satisfaction for our services.
- Ensuring there are adequate resources in place to implement and maintain the QMS.
- Showing visible leadership to ensure the QMS is effective in delivering its objectives.
- Actively engaging with employees to contribute to the success of the business and effectiveness of the QMS.
- To improve the services, we offer to our clients by using a 'Process' based approach and 'Risk Based' thinking.
- Working in partnership with suppliers and contractors.
- Determining how the business meets the requirements of our customers and the ISO 9001:2015 standard using leading and lagging performance indicators.
- To work on a program of continuous improvement of our management system.

This policy will be communicated to all employees, organisations and individuals working for or on our behalf. Employees and other organisations are expected to co-operate and assist Craggs Environmental Ltd in the implementation of this policy.

This policy will be reviewed annually by Craggs Environmental Ltd.'s the senior management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.

Signed _____

Dated _____

Quality Policy (Craggs Environmental)	01 01 01	1	Next Review Date: Jun 2022
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