

Immediate Waste & Resource Management Limited aims to provide defect free products and services to its customers safely, on time and within budget.

The company operates a Quality Management System aligned to BS EN ISO 9001: 2015 certification, including all aspects specific to its services.

Senior management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

Senior management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the company the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Policy and set the Quality Objectives at relevant functions, levels and processes
4. Ensure that Management Reviews are held and that the quality objectives and internal audit results are utilised as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of suitable resources

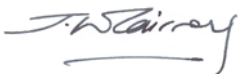
The structure of the Quality Management System is defined in this Quality Manual and the company constantly monitors its quality performance and implements improvements where appropriate.

This Quality Policy is regularly reviewed, at least annually, to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed:

Date: 03.01.19

A handwritten signature in black ink, appearing to read 'J.W. Cairney', with a horizontal line underneath.

J.W. Cairney
Director