

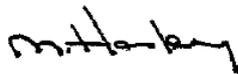
QUALITY MANAGEMENT POLICY

Blue Castle recognise the importance of a professional approach and are proud to hold ISO 9001 certification for Quality Management System Requirements. As a company we endeavor to achieve continual improvement and ever-increasing levels of customer satisfaction, by providing a high level of innovative services which are tailored to suit our customer's needs.

This will be achieved by:

- ✓ Maintaining a committed Quality Management System to meet ISO9001 Standards which will be embedded within the company, providing a framework for establishment and review of management, quality objectives and promoting continual improvement,
- ✓ Communicate the policies and procedures which are reviewed annually to ensure compliance with regulatory and legal requirements,
- ✓ Instill in our customers the need to develop their employees by providing Waste management training, to assist in managing or minimising waste and supporting ways to improve their existing practices.
- ✓ Enhancing the skills of our own employees by providing training and therefore creating an atmosphere where training and development is part of our culture,
- ✓ Continually monitor and audit the processes during all stages of service planning, delivery and performance evaluation,
- ✓ Recommending innovative technology to promote ongoing improvement and where possible result in potential cost savings for our customers,
- ✓ Promoting the value of continual quality improvement and the philosophy that "there is always a better way",
- ✓ Ensuring all Blue Castle Group employees are responsible for the Quality within the company and maintaining high standards.

Approved for Issue / Signed by:



Position / Name:

CEO – Marie Harley

Date Signed:

21st May 2018

Please Note:

**This Policy Statement is communicated to all Blue Castle Group employees and customers upon request.*

***Quantifiable and measurable targets are used to achieve the QMS objectives. Top Management decides on yearly targets at the beginning of each year and communicates to the employees concerned. Achievements are then assessed against these targets during annual employee reviews*