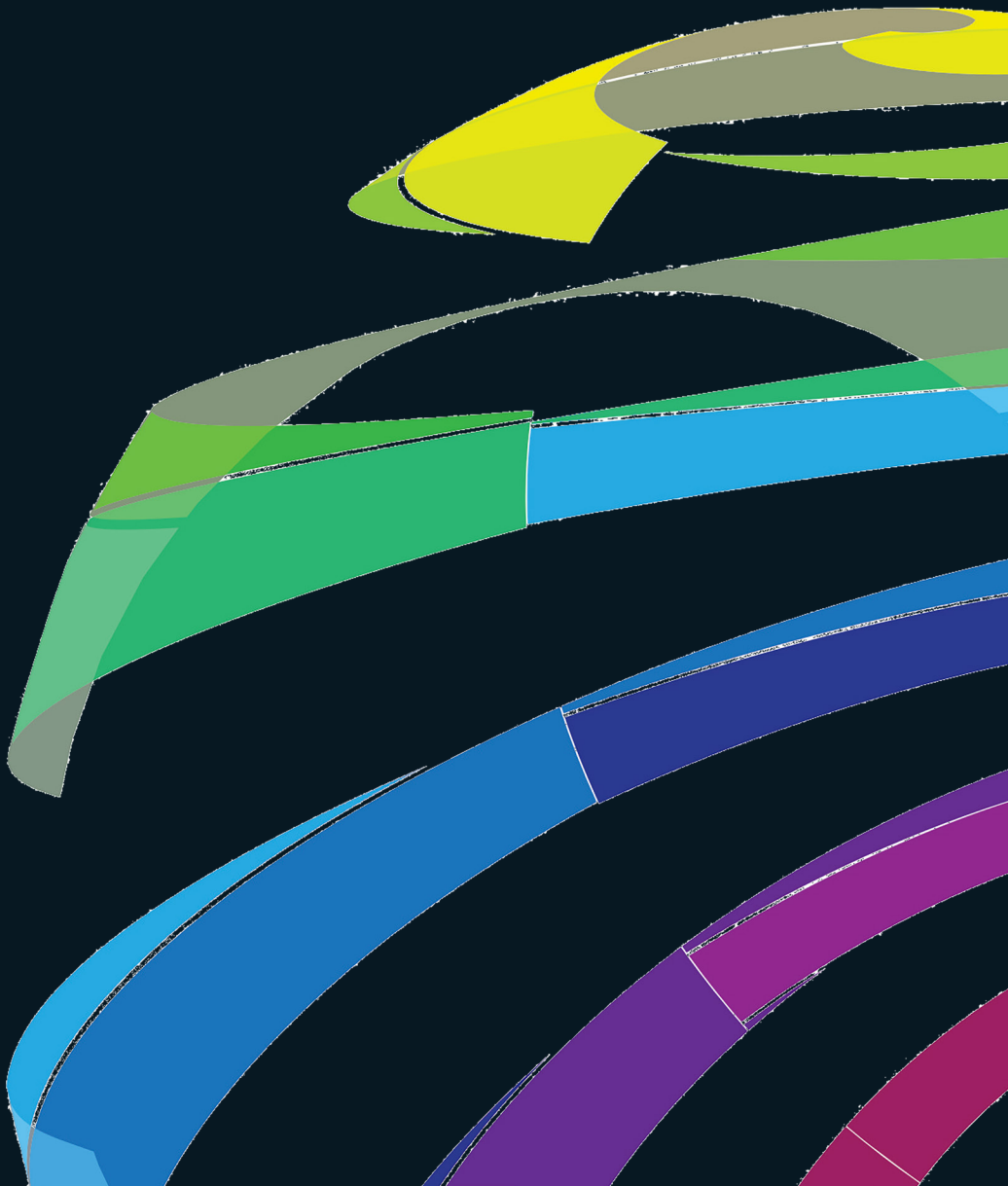


# QUALITY POLICY STATEMENT





## **QUALITY POLICY**

It is the Policy of Inner City Environmental to provide a reliable and efficient service to its Customers, whilst conforming to the Company's long term objectives and requisite statutory and regulatory requirements and to maintain customer satisfaction at the highest economic level.

In order to achieve this, the Company supports a fully Integrated Management System, Ultimate responsibility for the operation of this management system rests with the Managing Director.

The Documented Management System ensures that the Company can fulfil contractual obligations by:

- Ensuring that all activities, which directly affect the quality of service, are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators which provide the feedback to enable quality improvement against Customer needs and expectations.
- Providing up to date instructions and training to all personnel together with the promotion of quality awareness.
- The Managing Director ensures that this policy is communicated, understood and implemented at all levels in the organisation.

Tony Richardson

Managing Director  
Inner City Environmental  
Date; 4.1.19