



## Quality Policy

Hills Waste Solutions is part of the Hills Group and a significant regional provider of products and services within the waste management sector<sup>1</sup>.

We are a family owned company that takes its responsibilities to our staff, customers and suppliers very seriously.

We recognise that our activities can impact on our customer's performance and reputation, and are therefore committed to managing and continually improving our performance to achieve customer satisfaction.

Hills Waste Solutions will:

- develop and implement a Quality Management System (QMS).
- develop review and achieve objectives & targets within our business plans which will improve our processes, products and services.
- comply with all relevant legislation, standards, protocols and codes of practice and incorporate this these within the QMS.
- supply products and services in accordance with our customers' needs & expectations.
- monitor, measure and analyse our services, processes and customer feedback so as to identify opportunities for improving efficiency and achieving continual improvement.
- provide sufficient training and coaching of all staff to ensure competency and be able to effectively implement and operate the QMS.
- give due consideration to quality factors whenever making any business decisions.
- listen to and respond to the needs of employees, customers, suppliers and other key stakeholders.
- communicate this policy to everyone working for and on behalf of the company and make it available to interested parties.

Mike Webster  
Group director - Waste Solutions  
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<sup>1</sup>Activities include: recycling services; collection; transfer; treatment and disposal of waste; and waste brokerage.