



# Quality Policy

**Hills Waste Solutions is a part of The Hills Group and is 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 employees, 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 and 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 these within the QMS.
- Supply products and services in accordance with our customers' needs and expectations.
- Monitor, measure and analyse our services, processes and customer feedback to identify opportunities for improving efficiency and achieving continual improvement.
- Provide sufficient training and coaching of all employees 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.

A handwritten signature in black ink, appearing to read "Ed Dodd".

**Ed Dodd**  
Chief Executive

Hills Group

01 May 2026

A handwritten signature in black ink, appearing to read "Neil Pollard".

**Neil Pollard**  
Divisional Managing Director

Hills Waste Solutions

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<sup>1</sup> Activities include: recycling services; energy recovery from waste; collection, treatment and disposal of waste and waste brokerage.