



## Quality Policy

**Hill 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 & 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 & 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 Hill**  
Chief executive The Hills Group  
and on behalf of Hills Waste Solutions

(01 May 2018)

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