

## **Quality improvement Policy**

Philbin Glass Recycling Ltd is involved in the collection of glass in readiness for recycling and will endeavour to be professional and innovative in order to give a faultless and safe performance in every operational area.

Philbin Glass Recycling Ltd will assess, monitor, evaluate, and improve the quality of its processes and services provided to our customers. This requires establishing specific program goals, objectives and measures.

A key way to achieve this is by operating a Quality Management System (QMS).

Management is committed to:

- Adhering to customer and applicable statutory and regulatory requirements.
- Continual improvement by reducing the risks and enhancing and prioritising the opportunities that can affect conformity of products and services.
- Fostering a team approach.
- Ensuring appropriate training for all employees.
- Recognising each employee's responsibility for quality.
- Providing a framework for establishing and reviewing quality objectives.
- Maintaining our honesty and integrity by following our Code of Conduct.
- Improving and monitoring customer satisfaction.
- Assisting our customers with moving up the waste hierarchy.

Management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy objectives are compatible with the context and strategic direction of the Company.
- Promote the use of a process approach.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management to all employees.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.

- Establish partnerships with suppliers and interested parties to provide an improved service.
- Quality improvement successes should be shared with employees.
- Reviewing this Quality Policy on an annual basis.

This policy will be communicated to all employees and organisations working for, or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by management and where necessary will be amended and re-issued.

Name: Sarah Philbin      Managing Director

Signed:  Date: 01/04/2025