

Quality Management System Policy

Waste Services Group aim to provide service of the highest industry standard in a competitive manner. We are committed to implementing and maintaining a Quality Management System which will improve service efficiency and ensure that all work processes provided by the Company meet with the requirements of its clients, both internally and externally.

WSG is committed to:

- Ensuring that it fully understands its customers' requirements and conforms to those requirements through associated contracts and communication;
- Supplying its customers with services that meet their requirements as a minimum and where possible, exceed their expectations; and
- Managing continued improvement in quality management and overall performance.

WSG will strive to achieve its goals by;

- Developing its quality management processes in accordance with the requirements of the ISO 9001 Quality Standard and integrate it into all key business operations;
- Complying with industry standards and legal requirements associated with waste collection and disposal activities;
- Fleet Vehicles, equipment, technology and systems are in line with best practices enabling the most efficient waste management and collection service to industry;
- Communicating the Company's commitment to quality to all employees whilst ensuring the development of employees' professional and technical skills;
- Communicating the Company's commitment to quality and service to all subcontractors and other contracted entities;
- Aligning quality management with the Company's planning, risk, fleet, equipment and technology processes to ensure operational efficiencies are maintained;
- Reviewing, monitoring and measuring the effectiveness of quality management processes through a program of audits, feedback and defined objectives and targets; and
- Verifying performance and promoting continued improvement in business practices and customer service.
- The elimination of process and/or service error through risk-based analysis and continuous improvement programs throughout our operations.

In maintaining high standards for quality management, WSG values;

- Provision of visible leadership that promotes excellence in the planning and execution of all contracts.

Matt Tamplin

Chief Executive Officer

October 2023