

## RECYCLING & WASTE MANAGEMENT

BRAMFORD ROAD, GREAT BLAKENHAM, IPSWICH IP6 0SL. TEL: +44 (0)1473 830948 FAX: +44 (0)1473 830056

E-mail: enquiries@boltonbros.co.uk Website: www.boltonbros.co.uk

### APPENDIX I

Issue: 4 Date: 04/2009

Page 1 of 1

### POLICY STATEMENT

#### QUALITY MANAGEMENT TO BS/EN/ISO 9001: 2008

**General** - Our policy is to provide a service based on best practices to meet the customers' needs and in accordance with ISO 9001: 2000, for which a Quality Policy has been set which is subject to annual review.

**Aims** - To provide optimum satisfaction as judged by our customers and staff, while recognising that there can be no compromise on the Quality of products and service provided. This includes setting measurable Quality Objectives as part of our process of continual improvement, along with a framework to ensure these are subject to formal management review.

**Standards** - Standards of quality of product and service will be provided in all areas.

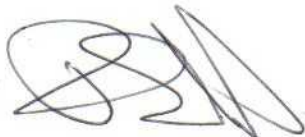
**Responsibility** - A Quality Manager will be responsible to the Board for the control and implementation of the quality procedures and monitoring adherence to those procedures.

**Commitment** - In the provision of the service to our customers Bolton Brother Ltd is fully obligated to meeting statutory and regulatory requirements.

**Systems and Procedures** - As described in the Quality Manual and Organisation's Procedures Manual.

**Adherence** - Management Review meetings will be held on a regular basis in accordance with the procedures outlined in the Procedures Manual. Evidence of quality System operation is demonstrated through the use of quality records.

Signed



Date 01<sup>st</sup> April 2009