



Document Reference: M02
ISO 9001 Quality Management System
Procedures Manual
Quality Policy

Quality Policy Statement

The Cox Group of Companies (the 'Company') aims to provide defect free products and professional services to its customers on time and within budget.

The Company operates a Quality Management System and has ISO 9001: 2015 Quality Management Accreditation , along with ISO 45001 and ISO 14001 accreditations, for waste management services for commercial, municipal and construction industry customers.

The Group Commercial Director is responsible to the board for the effective implementation and continuance of the Quality Management System by the Management Team.

The Management Team is committed to:

- Developing and maintaining the Quality Management system.
- Complying with all applicable statutory laws and regulations.
- Adopting a forward-looking view on future business decisions that may affect quality and / or customer service.
- Enhancing customer service and satisfaction.

The Management Team has a continuing commitment to:

- Ensuring customer needs and expectations are determined and fulfilled with the aim of achieving high customer satisfaction.
- Communicating throughout the Company the importance of meeting customer requirements.
- Reviewing and communicating the Quality Policy and its objectives to employees and interested parties, through Management meetings, employee meetings, employee noticeboards, training and Company websites.
- Ensuring quality performance is constantly monitored, with effective implementation of improvements where required.
- Reviewing the effectiveness of any improvements taken.
- Ensuring availability of resources.
- Monitoring and review of the Quality Management Policy, manual and procedures at least annually through internal and external audits.
- Non conformance and complaints are documented and dealt with in accordance with M10 – Non Conforming Product and QSOP 107 – Complaints procedure and Policy.

This Quality Policy statement is made available to all employees. Minutes of meetings , or extracts thereof, are provided to individual employees in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

A handwritten signature in black ink, appearing to read 'Jason Taylor', written over a light blue horizontal line.

Jason Taylor
Group Commercial Director