

## Quality Policy

Compact & Bale is committed to providing a service that consistently meets customers and applicable regulatory and statutory requirements. As UK partners for Europe's leading manufacturers, Compact and Bale offer a full range of innovative waste compactors, balers, utility vehicles, waste trailers, bin presses and liquid draining machines. We are the only waste management company in the UK to offer a range of market first innovations that provide significant financial and environmental benefits to a business, in dealing with its waste production. Whether it is on a national basis or on singular sites, we have a solution for our clients.

The Quality Management System is consistent with ISO 9001 and its purpose is to ensure the Company's objectives for continual improvement and commitment to Quality is maintained at all times, therefore satisfying the needs and expectations of its customers, which are the Company's main operational goals.

Company personnel have a responsibility to ensure that the customer receives a quality service, and that they demonstrate a high level of competence at all times. The Company's services and systems are designed, engineered and managed to meet the customers' requirements by the simplest and most cost effective means possible.

The Company is committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties. The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action and/or preventative action is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

To achieve the above the Company's Quality System and Quality Objectives are reviewed at regular intervals - Management Review, Board and Budget meetings - for continuing suitability, to ensure it is meeting the customer's needs.

Nick Jewitt



MD

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