

# ACS Quality Policy

It is the policy of the ACS Group to provide a consistent high quality and comprehensive range of biosolid and other organic waste collection and distribution services in order to satisfy corporate business strategy, and to maintain and continually improve the satisfaction of our customers.



We ensure that the achievement of this policy is driven by the implementation and maintenance of a formal Business Management System, and that it;

- Is designed with consideration of all external and internal contextual elements that impact upon our strategic direction, including the requirements of relevant interested parties.
- Defines all business processes and operations within the organisation.
- Provides a framework for establishing and reviewing achievable quality objectives and targets that drive a cycle of continuous improvement,
- Provides for performance monitoring to ensure continued improvement, effectiveness and suitability of our workplace processes.

The Business Manual System defines all of our business practices to ensure a systematic and consistent approach by all staff, in all activities associated with providing our services.

Our senior management are committed to meeting the needs and expectations of our customers and clients, and to;

- The maintenance and continual improvement of the effectiveness of our Business Management System,
- Ensuring that all our staff are competent to carry out assigned activities,
- Compliance with all pertinent statutory, regulatory, and other applicable requirements,
- Operation in accordance with best practice and industry standards.

Consistent with this policy, and our strategic direction, our senior management have identified key quality goals that include objectives and performance targets relating to;

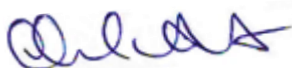
- Market share and business growth,
- Service quality, consistency, and reliability,
- Process performance,
- Customer satisfaction.

Performance data relating to achievement of targets is continually monitored and analysed. We provide a framework to assess the competence and awareness of all staff to ensure the effectiveness of their contribution to set quality objectives that through their achievement supports the strategic direction of the company.

As part of our internal and external communication procedures and staff training programmes, we ensure that this quality policy, and associated objectives, is communicated, understood, implemented and maintained at all levels within the business, and made available to relevant interested parties.

This policy is annually reviewed by senior management to ensure its continuing suitability, and relevance.

Signed:



Date: 29/07/2021