



Quality Policy

The quality of the service and work provided by Cox Management Services Limited, Cox Skips Limited and The Recycling Partnership Limited (The Cox Group) to its customers is the concern of each member of the organisation. The target is to provide a level of service and work that meets and exceeds our customers' needs and expectations.

The Cox Group operates an integrated ISO Management system, to include ISO 9001, ISO 14001, and ISO 45001 for waste management services for commercial, municipal and construction industry customers.

We promote Quality in our business by:

- Operating within an integrated management system that meets the requirements of ISO 9001:2015 and seek to prevent process loss such as adverse impacts on products and services and to identify risk and opportunities.
- Ensuring customer needs and expectations are determined and fulfilled with the aim of achieving high customer satisfaction.
- Monitoring, auditing, and evaluating the performance of the integrated management system and processed to satisfaction of interested parties.
- Providing ongoing training and development of our people to underpin an initiative-taking approach to continuous improvement.
- Adopting a forward-looking view on future business decisions that may affect quality and/or customer service.
- Commitment to communicate the policy to all staff, customers, and other interested parties.
- Complying with all applicable statutory laws and regulations.
- Reviewing the context of the organisation and developing objectives and targets.
- Ensuring adequate resources are available to achieve targets and that employees are suitably skilled to develop and provide a high-quality service and work in accordance with best practice.

The Cox Group is responsible for establishing this Policy and for monitoring and reviewing the quality performance. The responsibility for the management and delivery of quality lies with all Directors and Managers.