



Quality Policy

A R Richards Ltd is an independent, family-owned waste management company operating waste transfer, materials recycling and skip hire, and euro bin services to commercial, industrial, and domestic customers.

As well as other divisions of the company such as Agricultural Contractors, Builders Merchants, and Construction.

As a Company we believe a commitment to quality is an integral part of our business, essential to both our organisation and to that of our customers. Our commitment to quality is represented through the implementation of a quality management system based on the requirements of BS EN ISO 9001:2008.

Through the leadership and commitment of the Directors we will endeavour to meet the needs of our customers by providing waste management services to the highest standards whilst representing good value for money. This includes a commitment to comply with the requirements and continually improve the effectiveness of the quality management system. It will be the responsibility of all employees to implement the policies and procedures incorporated in our quality management system documentation.

As a Company we will ensure that all employees fully understand the quality policy and objectives and receive the necessary training to enable them to contribute towards providing a quality service to all customers.

It is the stated objective of our quality management system to: Ensure high quality waste management services; Ensure the quality of recycles and products; Ensure customer satisfaction.

In addition, quality objectives may be assigned to individual managers including the development of Key Performance Indicators relevant to their role and activities.

All Company quality objectives will be measurable and will be reviewed by our top management to ensure that:

The quality management system is complied with and that it continues to be suitable and effective; We continue to identify and implement improvement opportunities.

All necessary action will be taken following evaluation, review and new objectives and targets will be set to maintain the high standards that are associated with A R Richards Ltd.

Signed:



Name:

Andrew Richards

Position:

Operations & Sales Director

Date:

01 September 2023