

RS Recycling Ltd (the 'Organisation') aims to provide defect free products and services to its customers on time and within budget.

The Organisation plans to operate a Quality Management System in line with the requirements of BS EN ISO 9001:2008 certification, including aspects specific to brand protection, recycling and re-use of end of life, redundant and surplus electrical and electronic equipment and other controlled and hazardous waste.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System will be defined in the Draft Quality Manual.

All personnel understand the requirements of the Draft Quality Policy and abide with the contents of the Draft Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System

Signed:



Name: Rob Smith

Position: Director (Owner)

Date: 05<sup>th</sup> January 2024