



### Purpose

CSG are a leading waste management company providing waste services to both the domestic and industrial sectors. CSG are ISO 9001:2015 certified.

CSG is committed to the provision of quality services across all of our business activities. We recognise the expectations of our customers to deliver our services right first time, every time; as well as meeting all other applicable requirements. CSG have, therefore, decided on a number of key commitments to enable us to achieve this.

### Key Commitments

CSG are committed to:

- Developing a robust and effective quality management system consisting of policies and procedures that provides a framework for setting quality objectives.
- Using this system to ensure we deliver on all applicable requirements.
- Continuously improving the quality management system through audit, review, discussion and assessment of our policies, procedures, and objectives.
- Working with our customers and supply chain to establish and maintain the highest quality standards.

We will accomplish these commitments by:

- Putting customer choice at the heart of our services
- Appointing and supporting the right people in the right positions
- Training and empowerment of our employees to actively engage in company objectives
- Benchmarking of key parameters to enable effective monitoring which leads to year on year improvements in performance
- Critically evaluating our supply chain to ensure we partner with suppliers and contractors who share our values
- Regular review of all policies, procedures and objectives to ensure they are suitable for the changing needs of the business and our customers
- Providing the necessary resources to support these commitments.

### Arrangements

We aim to deliver on the above commitments through our Core Values:

Customer Service

Innovation

People

Heritage

CSG's Key Commitments will be monitored and reviewed on an annual basis by the Internal Audit Group and any additional opportunities for improvement will be provided to the Board for review and approval.

This Policy has been authorised by:

Neil Richards,  
Managing Director, Cleansing Service Group Ltd.