



At CSG, our commitment to quality is rooted in our vision: **“to be the best people who work together for a cleaner, safer future where everyone can thrive”**. We strive to deliver exceptional services that meet and exceed the requirements of our regulators and expectations of our customers, stakeholders, and communities, while upholding the legacy of our heritage.

Our Quality Commitments

People

Attracting, recruiting, and retaining the best people, supported by ongoing investment in training & development. Empowering and equipping our people to deliver excellence. Fostering a supportive and inclusive working environment where everyone can thrive.

Working Together

Collaboration across teams, customers, suppliers, regulators, and all other stakeholders to continuously improve service delivery. Actively listening and responding to customer needs, building long-term partnerships based on trust and mutual respect.

A Cleaner, Safer Future

Applying the waste hierarchy by promoting recycling and recovery over disposal. Investment in innovation and infrastructure to improve environmental performance and reduce emissions. Delivering safe, efficient, and sustainable solutions that protect people and the planet.

Everyone can Thrive

Upholding our heritage as a family-led business, guided by strong values and a long-term vision for sustainable growth, innovation, and community impact. Pursuing continuous improvement and reinvesting in the future of our business. Contributing to a better world for future generations through responsible growth and community engagement.

Responsibilities

CSG empowers all employees to take personal ownership of delivering high-quality standards in every aspect of their work. This includes fostering collaboration with colleagues, customers, and suppliers to uphold our shared commitment to excellence and continual improvement of our management systems.

Arrangements

Oversight of internal audits is managed by the **Compliance Review Committee**, with improvement actions assigned to relevant CSG managers. Our **Key Commitments** are reviewed annually by the Committee, with additional opportunities for improvement escalated to the Board for consideration and approval.

This Policy has been authorised by:

Jen Cartmell,
Managing Director, Cleansing Service Group Ltd.

SECTION: VISION AND VALUES

OWNER: MANAGING DIRECTOR

DATE REVIEWED: JANUARY 2026

REVIEW: 1 YEAR