

## Quality Policy Statement

Elite Recycling Solutions Ltd is committed to delivering high-quality, progressive and sustainable waste and recycling solutions as a recognised waste controller under current UK regulatory reforms. We ensure all services are conducted with integrity, transparency and full compliance with the evolving environmental permitting framework governing waste controllers.

Our objective is to consistently exceed client expectations through reliable communication, service excellence, innovation, competitiveness and strong environmental performance. We maintain a fully integrated **ISO 9001 Quality Management System** and **ISO 14001 Environmental Management System**, and we remain committed to continuous improvement, regulatory compliance, and climate-aware, responsible operations.

### Our Commitments:

- ✓ **Compliance & Legislative Responsibility.** We proactively monitor regulatory developments to ensure our practices meet current requirements and support national efforts to reduce waste crime.
- ✓ **Customer Focus & Service Excellence.** We build strong, reliable relationships with our clients, ensuring that our solutions meet their expectations for quality, dependability, pricing and environmental responsibility. Our open communication ensures clients receive accurate information, timely updates, and professional support throughout all stages of waste management
- ✓ **Supplier & Contractor Assurance.** We maintain strict approval and monitoring processes for key suppliers and waste transport partners. As a waste controller, we verify that all transporters hold the correct permits, demonstrate competence, and meet our environmental and quality standards.
- ✓ **Strategic Planning, Risk & Opportunity Management.** We routinely review our business context, risks, opportunities and stakeholder expectations. Our objectives are reviewed regularly to ensure alignment with ISO standards, national environmental goals and customer expectations. Allowing us to deliver our innovative, responsible and robust strategy.
- ✓ **People, Competence & Engagement.** We ensure that all employees are trained and competent for their roles, with particular emphasis on: Waste controller compliance requirements, environmental and quality awareness and participating in improvement activities and decision-making. We encourage shared learning, professional development and a culture where individuals feel empowered to contribute to our improvement journey.
- ✓ **Defined Processes & Operational Control.** We maintain documented and controlled processes designed to meet ISO 9001 and ISO 14001 requirements, including clear responsibilities, authorities, and escalation pathways. Our digital systems, record-keeping, classification checks and audit trails ensure accuracy and full traceability
- ✓ **Commitment to Change & Continual Improvement.** Maintaining an effective Integrated Management System whilst enhancing controls through internal audits, customer feedback and management reviews. We promote prevention-based activities.

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