





## QUALITY MANAGEMENT SYSTEM POLICY

GAP Group North East (Incorporating PA Moody Recycling Limited, GAP Waste Management & Transport, GAP Materials Processing Limited, GAP Ice, GAP Organics, GAP Polymers and NEST Road Developments Limited), hereinafter referred to as "GAPGPUK," operates a Waste Electrical Electronic Equipment (WEEE) Transfer and Treatment Facility, Food Waste Anaerobic Digestion Facility, General Haulage services, Storage and Distribution services, Waste Recycling, and Treatment. We have developed our expertise since our establishment and our aim is to achieve a high standard of service to our customers.

It is the policy of GAPGPUK to provide the customer with goods and services to the agreed requirement in accordance with the details and price.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

The Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

Signed:

Date: 11<sup>th</sup> January 2021

Peter Moody  
(CEO – GAP Group Limited)