

QUALITY MANAGEMENT SYSTEM POLICY

QPO 001

Record of Revisions

Issue	Date of Review / Issue	Date of Next Review	Description	Sections Affected	Undertaken By
1.0	09.06.2020	31.05.2021	Original Development	All	A Wiltshire
1.0	11.01.2021	30.01.2022	Annual Review	All	A Wiltshire
1.0	27.01.2021	28.02.2023	Annual Review	All	A Wiltshire
1.1	27.02.2023	30.03.2024	Annual Review	All	J Fincken
1.1	26.03.2024	30.03.2025	Annual Review	All	A Laight-Wiltshire



QUALITY MANAGEMENT SYSTEM POLICY

GAP Group North East (Incorporating PA Moody Recycling Limited, GAP Waste Management & Transport, GAP Materials Processing Limited, GAP Ice, GAP Polymers and NEST Road Developments Limited) and GAP Organics Group, hereinafter referred to as "GAPGPAUK," 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 GAPGPAUK 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: 26th March 2024

Peter Moody
(CEO – GAP Group Limited)