Policy Statement

QUALITY ASSURANCE

Avon Material Supplies Ltd will provide products and services that will fully meet or exceed all reasonable quality expectations of our customers. We are committed to all the quality processes and procedures within the business as well as the integration of our Health, Safety and Environmental Management Systems to deliver total customer satisfaction.

Waste Treatment - We adhere to the waste management hierarchy for all waste handled to ensure the waste is recovered/recycled, treated, packaged, transported, and disposed of in an environmentally acceptable manner and to the highest quality standards. Acceptance criteria applied to ensure all waste types conform with their European Waste Catalogue (EWC) Code and appropriate licences.

Aggregate Supply - AMS provide high quality aggregates which are produced under the WRAP Aggregate Quality Protocol.

Employees - Listen, recognise and encourage positive contributions from employees.

Communication – Communicate with customers, suppliers and employees about issues affecting them, our service or products.

Standards - Standards have been put in place to ensure we operate, as a minimum, to the relevant laws, regulations and appropriate codes of practice. Our activities are managed to protect the environment and public health without compromising on quality.

Independent Scrutiny - We will provide information in suitable and accessible forms, welcome visitors to our facilities and undertake appropriate dialog and education on quality issues with all relevant bodies and stakeholders.

Continual Improvement – Continually improve our processes, products and services. Continually develop our policies, knowledge and update our procedures in line with best practice within the waste management and transport industries.

Sustainability – Promote sustainable practices through the provision of a diverse range of waste management solutions, including, waste minimisation, recovery and recycling. As well as operate our fleet in a sustainable way with routing, fuel efficiency and effective maintenance.

Training - Train and monitor people throughout the organisation so that they can competently continually improve all our processes, procedures, products and services.

Monitoring and Reporting – Monitor, measure and report on quality performance in all key areas. Set targets for the improvement of performance. Maintain an effective Quality System which meets or exceeds the requirements of BS EN ISO9001 model for Quality Management in design, development, production, installation, servicing and training.

Leadership – AMS endorses this Quality Policy Statement and top management acknowledge that responsibility rests with them to ensure that it is communicated, understood, implemented and maintained at all levels within the business and that it achieves its intended outcomes.

Management Responsibility - The Directors of the business are responsible and accountable for driving quality performance within the business and is supported in the implementation of this Policy by the Senior Management Team. Quality objectives will be set periodically by the Management Team, which will be measurable and tracked at appropriate intervals. This policy will be reviewed annually, or following any significant changes to the business to ensure it continues to reflect the expectations of the business, community and other stakeholders.

Signed: Lee Manner **Designation:** Managing Director **Date:** 1st May 2025 **Ref:** AMS-QPS-V2