

ER-POL_7

Quality Policy statement

Document control

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Version 2	J Willis	7.1.22
Approved by	J Condron	7.1.22
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Quality is essential to Ecology Resources because we value our customers. Ecology Resources are customer focused as we strive to provide our customers with products and services which meet and exceed their expectations at all times. Directors and senior staff are committed to continuous improvement and to establish and maintain a Quality Management System which satisfies the requirements of ISO 9001:2015 and provides a framework for measuring and improving our performance.

This policy applies to all interested parties who may carry out duties on behalf of Ecology Resources.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback.
- a robust customer complaints procedure.
- selection and performance monitoring of suppliers against set criteria.
- continued training and development for our employees.
- regular audit of our internal processes by trained and competent individuals.
- management reviews of audit results, customer feedback and complaints.
- Comply, as a minimum with all relevant statutory and regulatory requirements.

Our internal procedures are reviewed regularly by our compliance team and are held securely on our server and access is available to all employees.

This policy is briefed to all employees during induction and can also be found in the staff handbook.

The Directors have the overall responsibility for quality in the workplace. The compliance manager , Jez Willis oversees the implementation of the quality management system ISO9001. The compliance manager ensures that the necessary resources and arrangements are provided for the implementation, monitoring and reviewing of this Policy and associated quality arrangements, and that, in the unlikely event that a competent employee is not available, an external source of competent assistance and advice is sought. It is the responsibility of Jez Willis, to ensure we achieve day-to- day compliance in the workplace.

This policy will be reviewed annually by compliance and HR teams.

Signed for and on behalf of **Ecology Resources:**

Date: 7th January 2022

Name: John Condron, Director

Signature: 