

Quality policy



A. Recycling Lives: Our culture

- We understand our customers and care about helping them.
- We respect, support and develop our people.
- We achieve financial success through hardwork and commitment.
- We distinguish ourselves through our open, positive approach and our integrity.
- We enjoy what we do.
- We care for the environment.

B. Standards

“We understand our customers and care about helping them”

- 1 Make time to research and fully understand each customer’s needs.
- 2 Demonstrate willingness to ‘go the extra mile’ for customers.
- 3 Make time to develop strong relationships for the future.
- 4 Target and actively seek ‘the best’ new business available.
- 5 Actively seek customers’ opinions on service and act to continually improve it.

“We respect, support and develop our people”

- 1 Respect the views of staff and colleagues and encourage their ideas.
- 2 Set clear, agreed goals, and allow people the freedom to achieve them.
- 3 Manage performance positively, and actively help people to develop.
- 4 Reward strong performance, (both financial and non-financial).
- 5 Actively coach team members to achieve their full potential.
- 6 Encourage the ambitions of staff (provided they are commensurate with achieving the business’s objectives).

“We achieve financial success through hard work and commitment”

- 1 Achieve all financial targets. Expect and encourage others to do the same.
- 2 Demonstrate the highest standards of work and management.
- 3 Make time to regularly review and implement financial control.
- 4 Develop and apply appropriate gearing/delegation within teams.

“We distinguish ourselves through our open, positive approach and our integrity”

- 1 Adopt a straightforward, positive, honest approach.
- 2 Demonstrate the ‘firm but fair’ approach.
- 3 Maintain the VERY highest standards of professional integrity at all times - expect others to do the same.
- 4 Demonstrate the ‘solutions not problems’ approach to our work.

“We enjoy what we do”

- 1 Seek challenging, enjoyable work for all team members.
- 2 Share ‘the glory’ and news of success with team members.
- 3 Address conflict with fairness and speed.
- 4 Actively promote a good social life within and between teams.
- 5 Avoid ‘blame culture’ through friendly and open working relations so that problems are shared and overcome in a positive way.

“We care for the environment”

- 1 We comply with all legislation concerning the environment, where regulation do not exist we may set our own standards and conduct internal reviews.
- 2 We monitor our customers whilst on site to ensure they comply with our environmental policy.
- 3 We monitor our customers and suppliers to ensure they meet our environmental standards.

Compliance

We strive to comply with the requirements of **Environmental Standard ISO 14001** and the international quality standard **ISO 9001:2007**.

