



Purpose

At CSG, we are committed to delivering exceptional waste management and other environmental services that meet the highest standards of quality. Ensuring continuous improvement and adherence to best practices in all aspects of our operations. Our Quality Policy is driven by our dedication to customer service, innovation, heritage, and the development of our people.

Key Commitments

We will accomplish this by:

Customer Service

- Striving to provide reliable, efficient, and environmentally responsible solutions to our customers.
- Taking a systematic approach to service delivery focusing on minimizing waste and ensuring compliance with relevant regulations, guaranteeing the best outcomes for our clients and the community.
- Continuously engaging with our customers to ensure that our services not only meet but exceed their requirements, fostering long-term partnerships.
- Working with our customers and supply chain to establish and maintain the highest quality standards and ensuring we partner with suppliers and contractors who share our values.

Innovation

- Embracing innovation and actively exploring new technologies, processes, and solutions to improve the efficiency, sustainability, and effectiveness of our services.
- Continuous improvement, allowing us to stay ahead of industry trends and better serve our customers.

People

- Appointing and supporting the right people in the right positions. Investing in the development of our employees through training, empowerment, and a supportive work environment.
- Fostering a culture of collaboration and respect.
- Ensuring that our team is well-equipped to deliver exceptional services and drive continuous improvement.

Heritage

- Remaining as a family-owned business which takes great pride in the values, traditions, and strong ethical foundation that have been passed down through generations.
- Honoring the legacy of those who have gone before by maintaining the highest standards of service, ensuring that every decision reflects the trust and responsibility entrusted to us by our customers and employees.
- Evolving and adapting while staying true to the principles that have made us a trusted leader in waste management and other environmental services.

Responsibilities

CSG encourages and supports all staff to take personal responsibility for delivering high quality standards when delivering work for CSG, this includes working with one another, our customers and suppliers. Management of quality audits is overseen by the Compliance Review Committee, actions for improvements are assigned to CSG managers. CSG's Key Commitments will be monitored and reviewed on an annual basis by the Compliance Review Committee and any additional opportunities for improvement will be provided to the Board for review and approval.

Arrangements

This policy will be delivered through an effectively implemented management system, providing adequate resources to enable our people to effectively contribute to their delivery by promoting improvements and managing business risk. This includes benchmarking of key parameters to enable effective monitoring which leads to year on year improvements in performance and continuously improving the quality management system through audit, review, discussion and assessment of our policies, procedures, and objectives.

This Policy has been authorised by:

Neil Richards,
Managing Director, Cleansing Service Group Ltd.

SECTION: QUALITY

OWNER: COMPLIANCE REVIEW COMMITTEE

DATE ISSUED: JANUARY 2025

REVIEW: 1 YEAR