

# NEWLINCS Development Ltd Grimsby Operations Limited

The Quality Policy is a cornerstone of the Group's strategy. The policy is required to be understood and supported by all employees to ensure that we meet our quality objectives and provide a quality service.

## Quality Policy Statement

It is the policy of NEWLINCS Development Ltd and Grimsby Operations Ltd to provide the public and local authority with waste management and environment services that meet or exceeds their expectations and all contractual requirements.

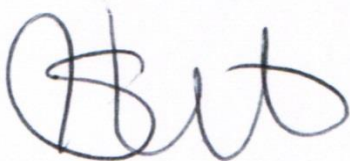
We believe that, given suitable equipment and precise instructions, adequately trained operatives, properly supervised will perform the required tasks to the complete satisfaction of our customers.

We, placing particular emphasis on quality, performance and safety, are dedicated to the improvement of the environment and satisfying the needs and expectations of our client.

- We will treat members of the local authority and public with respect;
- We will not make promises that we cannot meet;
- We will monitor our performance;
- We are committed to achieving continuous improvement in our operations
- We establish and review our objectives annually

The organisation and procedures we have adopted have been structured on ISO 9001 and our Quality Manual describes how we meet the Standard.

All employees including new starters are aware of this policy statement and are required to adhere to quality system procedures at all times.



**Sharon Hunt**  
Operations Director

January 2020

This policy has the full support and commitment of the management team who are responsible for providing the resource and infrastructure for its successful implementation through the efforts of our employees and our business partners.