

001a Quality Policy

To meet the company's quality objectives and become a top performer in the sectors we operate in, there is a need for a Company Management System that delivers the highest quality, consistency, assurance and governance. Therefore, 5 Environmental Ltd is committed to the implementation of a Company Assurance System that meets the requirements of BS EN ISO 9001. This policy provides a framework for establishing objectives, underpinned by following principles:

- **Customer Focus**
Provide our customers with a level of service that meets their requirements and expectations in an innovative, value driven and efficient manner. The experience of our customers drives everything we do
- **Quality Ethos**
We recognize that 5 Environmental is responsible for the quality of the product and service it delivers. We operate a process-based assurance system to drive consistency and integrity in everything we do, ensuring world class standards within our business
- **Responsibility**
We own our individual actions and are accountable for them. From 5 Environmental Ltd Senior Management Team through to our operatives, we are all empowered through devolved responsibility and appropriate governance
- **Working together**
We work collaboratively with our clients, partners, supply chain and through the involvement of our people, we manage our relationships to share knowledge, develop ideas and concepts to add mutual value
- **Continual Improvement**
By establishing systems of monitoring and measurement, we will review performance and outcomes to ensure the effectiveness of the Group Assurance System in meeting the goals we have set
- **Investing in our people**
In supporting a culture of learning and improvement, 5 Environmental strives to develop its staff to meet their full potential and attain the required areas of competence

This policy shall be displayed at our offices and on our intranet. Senior management shall review and update this policy, at least annually, in line with the company's quality objectives to ensure continuing suitability and implementation.

A handwritten signature in black ink, appearing to read 'Stuart Chown'.

Stuart Chown
Director
Date: 13/12/2023

Date of next review: December 2024