



Quality & Customer Service Policy Statement

This is the quality & customer service policy statement of **Rubo - Hazardous Waste Management Ltd**, a waste brokerage and environmental consultant. Rubo acknowledges that our activities can have both positive and negative impacts on quality and customer service, and our stated policy aim is that we will:

Always provide accurate information
Exceed the expectations of our customers and suppliers
Provide our customers with value

Our commitments are to:

- Understand the needs of our customers, and provide a customer-focused experience that delivers on those needs
- Work with suppliers who share our organisation's aims
- Consult with our colleagues, customers, and suppliers on matters affecting quality & customer service
- Provide information, instruction, and supervision for our colleagues, customers, and suppliers
- Ensure our colleagues, customers, and suppliers are competent to do their tasks and to give them adequate training
- Review and revise our policies and procedures as required and at regular intervals, and commit to the continuous improvement of our Management Systems

Signed:

A handwritten signature in black ink, appearing to read 'D. Murfin', written on a white background.

David Murfin - Managing Director
04/01/2023