

# Quality Policy

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## Focus

It is the primary objective of Go Green Ltd to perpetually satisfy the needs and requirements of our customers. We commit to consistently measure our performance in meeting customers' requirements and working with them to continually improve the service that we provide. To achieve this objective, the Company will maintain an effective, efficient Quality Management System based upon the requirements of ISO 9001:2015.

## Scope

Waste Management and Recycling Solutions for the United Kingdom and the Republic of Ireland.

## Risk-Based Approach

We have adopted a risk-based approach to quality management; we endeavour to achieve this by forward planning, monitoring risks, opportunities, and compliance obligations of the Quality Management Systems. We actively monitor the needs and interests of relevant interested parties as well as any issues that could affect the Quality Management System or its business objectives.

## GoGreen Ltd are committed to:

- Establishing Quality objectives that are in line with the context and strategic direction of the Company in order to address the risks associated with them.
- Setting measurable objectives that will help achieve customer requirements.
- Monitoring and measuring the effectiveness of its business processes together with objectives through Management Reviews alongside the internal audit process.
- Proactively seeking feedback from customers on how well its products and services meet their requirements, utilising their valuable feedback for continual improvement.
- Analysing the causes of any complaint or incident and taking appropriate action to prevent recurrence.
- Working closely with suppliers who enable Go Green to create and deliver a reliable service.
- Building a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and requirements.
- Recruiting employees who are customer focused - providing ongoing support with training and equipment to ensure their performance always meets the business requirements.
- Cultivating a positive working environment that promotes the wellbeing of its employees while simultaneously encouraging progress and development.
- Inspiring employees to identify problems in addition to volunteering suggestions with an overall aim to improving all aspects of the Company's products, services and business processes.
- Ensuring that all employees are aware of the Quality Policy and are committed to the continuous effectiveness of the Quality Management System.
- Continuously working in partnership with our stakeholders to deliver on sustainability objectives, in line with global social and environmental priorities.
- Ensuring that the Company complies with all necessary regulatory and legal requirements.

## Responsibilities

It is the responsibility of the Senior Management Team to lead the **ISO 9001:2015 standards**; the continual improvement of Go Green's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

The Senior Management team have taken responsibility and ownership for the Quality Management System, guaranteeing that the company will adhere to it, alongside its improvement moving forward. The Quality Systems Coordinator has been appointed as the management's representative for Quality.

This Policy will be reviewed annually or in the event of a significant change impacting the Quality Management System.

Signed



Roger Wells  
Managing Director  
For and on behalf of the Board

Date: 9<sup>th</sup> February 2024

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