

Objectives

It is the primary objective of Go Green Ltd to perpetually satisfy the needs and requirements of our customers. We aim to consistently assess how effectively we fulfil customers' needs and work together to improve our service. The Company will maintain a Quality Management System (QMS) per ISO 9001:2015 requirements. This system ensures that our processes meet international standards for quality management, aiming to enhance customer satisfaction through effective application and continuous improvement.

We will regularly review and update our procedures to comply with these standards, involving all levels of the organisation in quality initiatives. Our commitment includes setting measurable quality objectives, providing necessary resources and training, and conducting audits to monitor compliance. By adhering to ISO 9001:2015, we strive to deliver consistent, high-quality services that meet or exceed customer expectations.

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 deliver customer requirements
- Monitoring and measuring the effectiveness of 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
- Hire customer-focused employees and provide continuous training and equipment to meet business needs.
- 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 compliance with all relevant regulatory and legal requirements.

Responsibilities

The Senior Management Team leads ISO 9001:2015 standards. Continual improvement of Go Green’s Quality Management System is crucial for business success and must be part of every employee's daily work.

The Senior Management takes ownership of the Quality Management System, ensuring adherence and continuous improvement. They are responsible for setting annual quality objectives, monitoring and reviewing performance, and providing necessary resources to meet these objectives. This includes training, investing in technology, and fostering a culture of quality throughout the organisation. Please refer to [Quality Objectives 2025](#) for more information.

The Quality Systems Coordinator is the appointed representative for Quality. This role involves ensuring that the QMS is effectively implemented and maintained, conducting internal audits, and managing corrective actions to address any issues that arise. The coordinator also liaises with external auditors during certification and audits, ensuring that all documentation is up-to-date and compliant with ISO 9001:2015 requirements.

By embedding quality into every aspect of operations, Go Green aims to enhance customer satisfaction, reduce waste, and improve overall efficiency. Continuous improvement initiatives, such as process development, risk management, and performance monitoring, are integral to achieving and maintaining high standards of quality. Engaging all employees in these efforts ensures that quality becomes a shared responsibility and a key driver of sustainable business growth.

This policy shall undergo an annual review or be reassessed in the event of significant changes affecting the Quality Management System.

Signed



Roger Wells
Managing Director for and on behalf of the Board
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Version Number	Date	Reason for Change	Reviewed by:
20	04.02.25	Annual review	N. McLaughlin, P. Young & R. Wells