



Quality Policy Statement



Egan Waste Services Limited aim to become the leading provider of material recovery and support services throughout South Wales. The support services consist of a 24 / 7 emergency service for our customers. As part of this provision, we provide a sewer and drain support service (including CCTV investigations) with our fleet of tankers, jet-vacs and jetting vans. We are experts in both Hazardous and Non-Hazardous collections and disposal.

Customer satisfaction is one of our most important corporate principles. We achieve this with the high Quality of our products and services. Our customers set the standard for Quality; therefore, the customers judgement is the decisive factor for our Quality of service.

Egan Waste Services, through our systems and people, provide total commitment to customer service by developing, maintaining and continually improving the effectiveness of our Quality Management System.

Each and every employee contributes to the Quality of our products and services through their personal performance. Egan Waste Services fully supports the development of our employees and shall continually identify and ultimately meet the training needs required to enable employees to perform their duties effectively, efficiently and competently. In addition, it is ensured that activities which affect the Quality and Safety of our services are consistently planned, managed and monitored.

We always work safely; always within legislative and contractual parameters and support relevant services with statutory or regulatory documentation. This ensures that our customers can be confident in the knowledge that the service we deliver is safe, high quality and is undertaken competently within any agreed timeframes. In this way we fulfil the stipulated requirements, either in the form of customer specifications, legislation or any other type of regulation to which we are subject.

Risk based thinking is used and applied to help prevent or mitigate potential problems. The continuing suitability of our Quality Management System is maintained by means of the Nonconformance control, Internal audit and Management review processes. In order to continually improve the company's performance, measurable Quality Objectives are set and reviewed regularly.

All Egan Waste Services employees are informed of the company's Quality Policy, and meeting these standards is the responsibility of the entire team. Egan Waste Services Quality Policy is continually reviewed to ensure it is still appropriate to the needs of the business and our customers.

Daniel Egan
Chairman

James Egan
Managing Director

Date : October 2022

