



## Quality Policy Statement

Established in 1988, the Rabbit Group is a family firm that is committed to turning construction, demolition, commercial and industrial waste into green electricity. The Rabbit Group consists of Lancing Waste Ltd, Sussex Waste Recycling Ltd, and Enviropower Ltd. The Group's Waste to Energy operations are certified to the ISO 14001:2004 Standard, and many elements of our quality system are operated under this certified management system. Sussex Waste Recycling is registered to the Contractor's Health & Safety Assessment Scheme (CHAS).

The Rabbit Group is committed to providing a consistently high quality service to our customers, and this is reflected in the high standards we set for operational practises. As a local, family run company, we pride ourselves on providing a friendly, personal and professional service to our customers.

Specifically, we are committed to:

- Continually improving our performance with regards to quality, health and safety and environmental management, and maintaining certification to the Environmental Management System Standard, ISO 14001.
- Complying with all applicable legislation, including all environmental and health & safety legislation.
- As far as possible, preventing problems arising by investigating processes, identifying opportunities for errors and implementing corrective and preventive action to avoid such occurrences.
- Identifying training requirements for each member of staff and developing our staff through a structured training programme.
- Developing lasting and trusting relationships with our customers and suppliers, and taking a partnership approach to providing a seamless waste management service.
- Embracing our role in the local community by supporting local events, charities and sports clubs.
- Matching our role as a local, family run, company with the technical and operational capabilities of a much larger company, by investing in our materials recovery facilities, energy recovery facility, waste transfer stations and vehicle fleet.
- Meeting our landfill diversion goals to provide our customers with a zero waste to landfill service

The ultimate responsibility for Quality within the Rabbit Group lies with the Managing Director.

We recognise that quality is the responsibility of everyone and is not just a function of management. Employees will have specific duties and responsibilities to comply with the letter and spirit of the policy, and to provide the highest possible level of service at all times.

Signature: 

Date: **21<sup>st</sup> March 2014**

Name: **Mr Greg Blurton**

Position: **Managing Director**

Units 1-2, 37 Chartwell Road, Lancing Business Park, Lancing, West Sussex BN15 8TU  
Tel: 01903 762020 Fax: 01903 762030

Issued: 10.08.10

Issue number: 3

Revision due: 21.03.15

CREATING ENERGY FROM WASTE®