



## Quality Policy Statement

Established in 1988, the Rabbit Group is a family firm that is committed to turning suitable construction, demolition, commercial and industrial waste into green electricity. The Rabbit Group consists of Rabbit Waste Management Ltd and Enviropower Ltd. The Group is certified to the ISO 14001:2015 Standard, and many elements of our quality system are operated under this certified management system.

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 and compliance obligations, 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 facility, energy recovery facility, waste transfer station and vehicle fleet.
- Meeting our landfill diversion goals to provide our customers with a near zero waste to landfill service

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

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: **26<sup>th</sup> September 2018**

Name: **Mr Greg Blurton**

Position: **CEO**

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