

Chas Storer Limited (CS Recycling) is a renowned for providing recycling services for commercial businesses and offices, printers, schools, hospitals and local authorities.

C S Shredding Limited was founded by CSR Directors to provide a high quality service for security shredding and paper recycling.

The Directors and Management of CS Recycling and C S Shredding operate under the control of a documented, implemented and maintained Quality Management System. The structure of this Quality Management System is defined in the CSR & CSS Quality Manual.

It is our policy to operate and comply with the requirements of BS EN ISO 9001 standard. To implement and operate fully through registration and annual management review, and as a consequence, we will:

- Provide recycling services for materials segregated at source and the collection of materials for recycling
- Provide services for the collection of materials for security shredding and paper recycling.
- Comply with our customer requirements relating to collection, quality and delivery and all applicable statutory and regulatory requirements.
- Strive to continually improve the effectiveness and performance of our quality management system and its objectives.
- Ensure that resources are managed in order to enable the transformation of inputs into outputs.
- Provide ongoing training and awareness for our staff to ensure they remain focused on delivering the highest possible standards of customer and operational service.
- Obtain and analyse customer feedback to identify areas of opportunity to improve our services.

The above factors are driven by the continual review of our quality objectives and targets for:

- **Customers** -To improve customer service and develop new markets
- **Plant** - To improve our operational facilities and plant
- **People** - To improve operational skill levels

These objectives and targets will be constantly monitored and reviewed at Strategic Management Review Meetings.

It is our belief that, in operating to BS EN ISO 9001 requirements and through continued assessment and membership of professional bodies such as the CPI and the Recycling Association, it will be able to continually improve its growth and performance and fulfil the requirements of its clients and industry.

Responsibility for upholding this policy is truly Company-wide under the guidance and with the assistance of Company Directors and the Quality Manager, who encourage the personal commitment of all staff to address Quality as part of their skills.

CSR & CSS management are committed to assuring that this policy is implemented, understood and maintained at all levels of the business and is available to relevant interested parties.

Endorsed by: Craig Curtis (Managing Director)



Date: 05.07.2017