



Quality Policy Statement

The core activity of MTB (Midlands) Ltd is to provide waste-water disposal services for a wide range of industrial processes. The company operates a state-of-the-art ultra-filtration plant capable of treating oily wastes and emulsions to a very high standard. This process provides environmental benefits over traditional chemical treatment more widely used throughout the UK.

MTB (Midlands) is committed to providing outstanding Waste Management Services to its customers at a cost that represents value for money and delivered in accordance with conditions agreed at the time the order is place.

The processes and procedures applied by MTB (Midlands) mirror those that are laid out in Internationally recognised quality standards.

Top Management will:

- Ensure the Quality Policy (QP) is appropriate to the purpose and context of the organisation and supports its strategic direction.
- Enhance customer satisfaction by understanding and responding to their needs and expectations in a positive manner.
- Comply with all statutory, regulatory, and quality standards required to operate our facility and meet Nationally recognised outcomes and/or those required by our customers.
- Demonstrate commitment to achieve and improve performance through its Quality Management System (QMS).
- Establish Quality Objectives that will be reviewed via data collated from reports and internal audits as a means of monitoring and measuring the processes and the objectives of the QMS.
- Provide sufficient resources to ensure that the QMS operates effectively.
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.

Responsibility

The Directors have overall and final responsibility for the QP with top management authorised to coordination, implement, and monitor the policy throughout the organisation.

Copies of the QP are made available to all members of staff, are displayed on company notice boards and made publicly available to other interested parties via the internet. Copies of the minutes of Management reviews or extracts thereof are provided to individual members of staff according to their roles and responsibilities as a means of communicating the effectiveness of the QMS.

This Quality Policy is reviewed annually to ensure its continuing suitability.

Signed:

A handwritten signature in black ink, appearing to read 'S. Kamel', is written over the 'Signed:' text.

S. Kamel

Director

Date: 20 December 2023