

## Quality Policy

### Introduction

Tom White Waste Ltd is now Warwickshire's largest independent waste management company offering waste management solutions to the public and industry. The company has in excess of 50 trucks in its fleet catering for all aspects of waste management.

### Quality of Service

Tom White Waste Ltd customers are assured they are dealing with a leading waste management company that set the highest professional standards and has the greatest regard for the environment.

### Operations

Tom White Waste Ltd operates three fully licensed transfer stations in Coventry where recoverable waste streams for recycling and EfW (energy from waste) are segregated and residual waste moved to landfill in bulk. Segregation of waste recycling means less goes into landfill and thus reduces the environmental impact waste processed.

### Regulations

Tom White Waste Ltd comply with all legal and regulatory requirements i.e. Environmental Agency Waste Management Licence, Vehicle and Operator Service Agency (VOSA) and Health and Safety Regulations.

All Hazardous Waste received is not handled but securely stored and collected by appropriately Environmental Agency approved organisations.

### Customer Base

Tom White Waste Ltd manages waste for a variety of customers e.g. Retail, Trade, Industrial, NHS and Local Authorities.

### ISO9001:2015

Tom White Waste Ltd is committed to meeting the requirements of ISO9001:2015. The aim of the Quality Management System is to not only meet customer requirement but achieve a high level of customer satisfaction and to continually improve levels of service. The quality system has been designed to manage the risks to customers and the business.

### Objectives

Objectives are already established which are reviewed monthly covering tonnages processed, levels of recycling achieved and new sales agreements.

Ian White  
Managing Director

