

MES Environmental Limited will establish, implement and maintain an integrated management system to include quality that enables us to have a strong customer focus. This will ensure that customers get consistent, good-quality products and services, which in turn brings many business benefits. This will comprise policies and processes aligned with ISO 9001:2015 – quality management system standards.

Commitment will be given to fulfil legal obligations as well as other requirements and to continually improve our performance by:

- Ensuring the quality aspects of the integrated management system is appropriate to the organisation including employee participation
- Ensuring correct planning of business activities
- Giving suitable consultation where appropriate in order to assist in decision making
- Ensuring necessary resources are available, including appropriate competent advice is received
- Establishing and tracking key performance indicators, targets and objectives through internal evaluation and reporting to drive continual internal improvement
- Commitment with regards to training, awareness and evaluation and development of competency
- Promoting good leadership in order to improve quality across the company, as the leading force that sets objectives and assists employees to implement these objectives
- Promoting quality awareness and employee work involvement in the quality improvement process
- Ensuring suitable and sufficient corrective action is implemented for any non-conformances
- Opting for standards that are higher than the minimum where appropriate and reasonably practicable
- Conducting management reviews with regards to the integrated management system to evaluate conformity and establish areas of improvement
- Communicating the targets and objectives to associated stakeholders
- Ensuring the policy is communicated to all associates working for and on behalf of the company and is made available to all interested parties

Leadership and commitment including awareness, responsiveness, active support and feedback is expected by all managers which is critical for the success of our integrated management system and achievement of its intended outcomes.



Andrew Jackson  
**General Manager and Financial Controller**