

Quality Policy Statement

Slicker Recycling Limited, accept our responsibility to ensure the products we manufacture and supply meet or exceed our customers' expectations. To ensure we deliver on this commitment by the use of rigorous Quality Control systems including; UKAS laboratory testing and certification of materials in accordance with the end of Waste Quality Protocol, which is independently verified by UKAS and the Oil Recycling Association (ORA) inspections.

As the UK market leader in the collection of oil and garage service sector wastes, Slicker Recycling take pride in recycling or recovering over 90% of the waste delivered to our facilities. We are committed to develop a waste oil refining capability to return waste oil to base oil for use in new lubricant products.

We recognise the benefits of continuous improvement and the use of an external UKAS certified Quality Management System accredited to ISO 9001: 2015 confirms this commitment.

Our commitment will be demonstrated by achieving the following:

- **Compliance**, with Quality improvement drivers such as our Quality Management System (QMS), ISO 9001: 2015 and the Quality Protocol compliance where we are a market leader;
- **Continuing to develop** the Quality Management System to refine clear objectives and targets with which to measure our business performance;
- **Identification of areas to be improved for** all our activities focused on actions to develop business performance for the benefit of our customers;
- **Enhancing customer satisfaction** by adapting our services to changing customer needs and expectations;
- **Delivering a polite, efficient and professional service** to our customers in a timely and cost-effective manner;
- **Ensuring**, procedures, method statements, and risk assessments for the safe; handling, packing and transportation of hazardous substances are in place and used;
- **Provide and maintain** plant, equipment and systems of work that are reliable and offer confidence to operators and clients;
- **Clearly assign responsibility**, to appropriate personnel, for monitoring of compliance with this Policy and associated procedures;
- **Provide sufficient direction**, information and instruction to ensure the delivery of our Quality objectives for our employees, contractors and anyone else who may be affected by our operations or activities;
- **Investing** in employees at all levels to ensure they are suitably trained and competent to carry out their duties and enhance personal and professional capabilities which benefit Quality of business performance;
- **Involve and consult** employees on our impact and Quality matters to encourage commitment and understanding for the benefit of the business and its customers;
- **Provide necessary and adequate resources**, both financial and human, to ensure the full implementation of this policy;
- **Maintain and display** the Quality Policy.
- **Measuring** the effectiveness of the implementation of the Quality Policy by regular; audit, review and reporting on our Quality performance, implementing any corrective action promptly in respect of continual improvement;
- **Ensure** all queries and complaints are logged and investigated with the stakeholder responded to in a polite and timely manner;
- **Review** the policy annually during Management Review to ensure it and the supporting Environmental Management system remains relevant, appropriate and effective for the needs of the organisation.
- **Design** the scope of the organisation's QMS does not include design, focusing on the supply of products and services in accordance with our business plan.

Slicker Recycling Limited encourages all employees to become actively involved and to co-operate in the effective implementation of this policy to ensure success in achieving our targets.

Mark Olpin
Managing Director
Slicker Recycling Limited
Date 3rd May 2019

