



## QUALITY POLICY

In the waste containment world, the name Taylor is synonymous with quality and innovation.

Thousands of organisations across the public and private sectors rely on our products for safe, secure and cost-effective waste collection.

It is the policy of Egbert H Taylor to deliver error-free products and services on time to meet the needs of our customer. Processes and controls shall be implemented that such tasks are performed properly the first time and to ensure that all products and services provided to our customers and to internal operations meet established requirements.

Quality, continual improvement and customer satisfaction are the personal responsibility of each and every employee. To ensure consistent conformance to the specified requirements, the Company implements an effective management system meeting the requirements of ISO9001 : 2000.

The Directors are responsible for constantly monitoring the operation of the quality system to ensure the effective implementation of this policy.

Our Quality policy is displayed throughout the organisation and is communicated at all levels. Our principles to achieve this standard is defined the Quality Principles which form part of this policy statement.

### Quality Principles

#### ***Customer Satisfaction***

Our success depends on customer satisfaction. We strive for extraordinary performance in every area of our business. We will only have satisfied customers when we understand their needs, requirements and preferences, and when our performance in every area is aligned to meet or exceed these expectations.

#### ***Objectives, Targets and KPI's***

We will set objectives, targets and corresponding Key Process Indicators (KPI's) to ensure our system is monitored and measured and that we strive to develop continuous improvement throughout the whole organisation. . We regularly review our objectives to ensure the business is steered and managed effectively.

#### ***Quality***

Our products and services must be developed and integrated throughout the entire supply chain into capable processes to achieve levels of performance.

Management must ensure that working conditions are safe and conducive to achieve this high level of quality.

#### ***Error-Free Products and Services On Time***

Every employee is responsible for the quality of their own work.

Our goal is to reduce variability to achieve zero defects for our products and services while improving cycle times. A common set of metrics is used to measure, report and drive improvement.

Each defect must be eliminated by systematic corrective and preventive measures.

#### ***Continual Improvement***

Best demonstrated practices will be identified and implemented throughout the company, with a continuing challenge to identify opportunities for innovation and improvement.

An important method for improvement is the motivation, education and development of all employees. This is a joint responsibility shared between employees and management.

We have an obligation to achieve or exceed the financial results expected by Shareholders and the relevant interested parties.

#### ***Employees***

We require employees with a high degree of responsibility as well as the initiative and clear understanding of their roles within the organisation. We support our employees through adequate resources, coaching and training. We encourage our staff to identify hazards and maintain a safe working environment. Where employees have specific responsibility effecting customer quality, training will be maintained to ensure it is correctly carried out within the organization.

#### ***Customer Specific Requirements***

All functions of our business have the inherent responsibility to satisfy our customers' needs and expectations. In meeting our customer's needs, we will produce a business result that is focused on achieving our Goals, Targets, Strategy and Business Plan.

Signed \_\_\_\_\_  
on behalf of Egbert H Taylor & Co. Limited

Operations Director