

# Egbert Taylor

## Quality Policy

### 1. To whom this policy applies

1.1. This policy covers all our people, and all parts of our business.

1.2. In particular, this policy applies not only to our directors and permanently employed staff, but also to temporary employees, agency staff and to people who work for us as contractors, wherever they may be based or may work from time to time.

1.3. This policy applies to all businesses within the company's group, wherever they are incorporated or carry-on business.

1.4. In the case of associated companies, joint ventures, consultants, agents, and others who may do business on our behalf, we will promote the adoption of policies consistent with the principles set out in this policy, where appropriate.

### 2. Our Commitment

Taylor aim to be the market leader in providing waste and recycling containment products and services worldwide. To sustain and grow their market position, we believe that we need to create innovative products and services to the highest levels of quality. Taylor recognises the need to provide all appropriate resources to ensure that our products and services utilise latest technology in respect to materials, design and production facilities.

Taylor will establish and maintain an effective and efficient documented quality management system certified by a UKAS accredited registration body aiming to exceed the requirements of ISO 9001. It is also our policy to conform to all statutory and regulatory requirements, national and international standards and industry practices ensuring products are always manufactured and supplied to the highest standards and specifications.

There are many things that makes us unique and allow Taylor to stand out from the crowd. However, our vision is clear:

- ✓ Help our customers succeed.
- ✓ Set the worldwide standard for waste containment and recycling.

#### **To achieve this vision, we have defined the following guiding principles:**

- ✓ We will focus on maintaining the highest levels of service to develop new markets worldwide, innovative new products and systems.
- ✓ Our success depends on customer satisfaction. All functions of our business have the inherent responsibility to satisfy our customers' needs and expectations.
- ✓ It is the policy of Taylor to deliver Quality products and services manufactured on time to meet the needs and expectations of our customers.
- ✓ Quality, continual improvement and customer satisfaction are the personal responsibility of each and every employee. We require employees with a high degree of responsibility as well as the initiative and clear understanding of their roles within the organisation.
- ✓ Ensure that all employees are competent and have the appropriate, training, skills, and experience to enable us to achieve our objectives.

**Bound by heritage. Driven by innovation.**

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- ✓ Communicate our policy requirements and objectives to all staff, interested parties and those working on our behalf of Taylor.
- ✓ We will set objectives, targets and corresponding Key Performance 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.

**Date:** November 2021

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Brendan Murphy, CEO

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