DRURY'S
ENVIRONMENTAL SERVICES

QUALITY MANAGEMENT POLICY STATEMENT

The Directors of Drurys Environmental Services Limited recognise that Quality is a fundamental part of effective and efficient business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

Objectives
At all levels of management, Drurys Environmental Services Limited will take the necessary measures to meet its responsibilities of total customer satisfaction and continuous improvement throughout our business by implementing the following systems and procedures:

- regular gathering and monitoring of customer feedback.
- a customer complaints procedure.
- selection and performance monitoring of suppliers against set criteria.
- training and development for our employees
- measurable quality objectives which reflect our business aims
- regular audit of our internal processes.
- management reviews of audit results, customer feedback and complaints

Information, Advice and Standards
Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.
This policy is posted on the Company Notice Board and can also be found on the company website.

Duties of the Employee
Through the Group Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Organisations and Arrangements
The Directors are responsible for the implementation of the Quality management arrangements.

The Directors shall review at least annually the Quality Statement, and the organisational structure and arrangements.

Consultation
The organisation encourages a participative approach to Quality Management and is committed to follow up suggestions or at least respond with reasons where ideas are not adopted.

Signed:

K N Robotham

Kevin Robotham
Director
April 2026

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