

MRF Supply Chain Ltd is responsible for the management and maintenance of this policy, with the operations director of the business, along with the responsibility for the implementation and daily maintenance of our Management System.

To achieve the aims of the company, every employee in the organisation has to be made aware of their responsibilities and actively co-operate with the management in implementing the policy. The Company will ensure that every employee is aware of the policy and will ensure that it is adhered to. The employees will assist the management in carrying out the policy effectively, and will adhere to the company procedures. They will report back to management on any procedures etc, which in their opinion do not comply with the specification or policy.

MRF Supply Chain Ltd has developed objectives and aspirations which focus on both the customer, suppliers & employees; this will help ensure that our service constantly meets customers' needs.

As a company, we are committed to the following:

- Use innovative ways & technologies to manage our customers' waste and scrap metal.
- To grow the business to provide additional useful services.
- To grow the business to include additional geographical areas under our waste management collections.
- Provide commitment to learning, training & up skilling of employees to improve operations and customer satisfaction.
- To strengthen our relationships within the community where at all possible.
- Demonstrate willingness to 'go the extra mile' for customers.
- Adopt a straightforward, positive, honest approach.
- Maintain the VERY highest standards of professional integrity always – expect others to do the same.
- To comply with all legislation concerning the environment, where regulation does not exist we may set our own standards and conduct internal reviews.

In addition to the above MRF Supply Chain Ltd will commit to continuous improvement by developing objectives & targets on an annual basis; with their likelihood of achievement and continued suitability reviewed monthly. MRF Supply Chain Ltd will introduce initiatives and where necessary training for staff to achieve targets set.

  
Signed: ..... (Operations Director)  
Review Date: November 2024  
Issue Number: 003

1st November 2023  
Date: .....