



QUALITY POLICY

James McCaig Farms is committed to ensuring that it and its employees act responsibly towards customers, staff, suppliers and the public. It is our goal to continually improve the efficiency and effectiveness of our operations and consistency of our recycling services and products.

We will do this by adhering to our core values as these will be fundamental to our success and provide a framework for defining our quality objectives.

These values are:

Regulatory compliance

Ensuring that our products comply with all applicable regulations.

Operational reliability

Ensuring that our skills, surveying, maintenance and planning activities ensure consistency in product and service delivery.

Customer focus

Working with our customers to understand and respond to their needs by providing professional advice and service.

Dependability

Ensuring consistency and accuracy in all client dealings.

This policy is integral to our business and improvement initiatives and as such will be communicated throughout our team and be enacted through our actions, systems and procedures.

We will continue to monitor, evaluate and improve our performance by implementing quality management systems, which conform to ISO 9001. Our management review process shall ensure that the policy remains valid and that our objectives are monitored and progressed.

