

	ISO Certification – 9001 / 14001 / 45001 Quality Management Policy	Document – KMAS 05.2a
		ISO ref.: 5.2

Purpose

To describe the quality policy for HCS A/S.

HCS's top management has decided that the quality policy should apply to all departments of HCS, to business areas and to offices that have or may influence the quality work towards customers, suppliers and all other partners.

The quality management system is based on requirements from customers and authorities as well as in the ISO 9001 quality management system.

Each sector director is the management representative and quality manager within his or her section.

The quality policy is assessed at least once a year and revised if necessary in connection with the management's review.

Field of application

The quality policy applies to the entire company.

Quality policy must;

- Be available as documented information
- Be communicated, understood and used internally within the organization
- Be available to relevant stakeholders where appropriate

ISO 9001 applies only to the mentioned sectors in document **KMAS 00.0a**

Responsibility

It is the responsibility of the top management to formulate the quality policy.

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Quality policy

HCS A/S wish to be known as an honest and fair company communicating openly and dialogue-based. We want to deliver the best service level in the industry and to have the most satisfied employees. HCS will focus on its core areas, which are Transport & Forwarding, Waste Collection, Sewer & Industrial Service, Recycling & Waste Products, Recycling, Environment construction and Construction Haulage for all types of customers.

HCS will continuously work on improving the quality in both the core areas and in the management system, and we will work to improve the employee's approach to the daily tasks and to make the everyday processes easier and more rational.

The overall objective of HCS A/S is to:

- Meet customer requirements and expectations
- Ensure correct execution / activity of tasks (execution / delivery of activity at agreed time and place)
- Treat any complaints quickly and efficiently
- Inform the customer as soon as possible if an agreement cannot be complied with and enter into a new agreement
- Minimize the number of injuries
- Ensure optimal utilization of materials and resources
- Accomplish correct invoicing
- Be available with guidance if the customer requests it
- Be characterized by having service-minded, motivated and independent employees

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Mads Frederiksen, CEO

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