



QUALITY POLICY STATEMENT ISO 9001:2000

HTL Business Objective is to provide our customers with an unbeatable collection and recycling service and to continue to recycle more of their waste materials and find new areas of reuse for recycled products. This also provides the framework for, and includes, the establishment and review of Quality Objectives.

These objectives are supported by our policy to provide a high level of service and quality to our customers and assure them that the services they receive from us will be acceptable and meet the specified requirements of the Standard.

A Quality Manual has been prepared, which contains the procedures which will achieve this Policy and which conform to ISO 9001:2000 as it relates to the Waste Management and effectiveness of our Quality Management System is continually improving.

Any suggestions which may assist us, or which may lead to an improvement in the quality of our service or systems should be forwarded directly to me.

HTL priority is to achieve the highest standards of performance throughout its business operations and in its dealings with customers and suppliers. This Quality Policy supports these objectives and is understood, implemented and maintained at all levels within the Company, has been issued to all employees (signed by the Chairman) and is reviewed for continuing suitability at each Management Review Meeting.