SAFETY, HEALTH, ENVIRONMENT & QUALITY POLICY

M&M Skip Hire Ltd T/A M&M Waste Solutions is a medium-sized company providing skip hire and waste management solutions in the Oxfordshire area. Servicing industry, local authorities and the general public with a comprehensive transport fleet supported by our own Waste Transfer Station and Materials Recycling Facility.

We will conduct all our operations in a safe manner which protects and conserves the environment on local, regional and potentially global scales whilst providing quality services to our customers.

We will provide adequate resources for the implementation of ISO9001, ISO14001 & OHSAS18001 to ensure that our ambitions meet our standards and these standards are maintained at all times.

This Safety, Health, Environment and Quality (SHEQ) policy sets out clearly M&M Waste Solutions' commitment to:

- Instil a culture of safety throughout our business.
- Ensure that all employees have the appropriate training and competence to carry out their roles and duties.
- Carry out our business without putting employees', contractors', or our visitors' health and safety at risk by providing suitable and sufficient information, instruction, training, supervision and monitoring to enable staff to comply with this policy.
- Provide analysis of all reported incidents and work-related Health and Safety matters, take appropriate action to prevent harm or injury to staff, our neighbours and the public and to initiate appropriate incident reduction initiatives to continually reduce our incident rates.
- Identify the potential environmental impacts of our work activities and to ensure that we protect our environment by implementing clear policies, management systems and training which are monitored, measured and reviewed regularly to ensure that they remain effective at all times.
- Maintain compliance with all legislative requirements, specifically our planning and permit documentation. This is supported by the Company's Environmental Management System (EMS).
- Provide excellent management services and solutions in conformance with our customer and stakeholder requirements and strive to exceed their expectations.
- Provide appropriate policies to ensure that only competent contractors and suppliers are engaged by M&M Waste Solutions to ensure that our standards and services are maintained at the highest level to continually improve in OH&S Management and OH&S performance.
- Promote a culture that strives for continual improvement and seeks to do things right first time every time.
- Maintain registration with the Fleet Operator Recognition Scheme (FORS) and manage systems, policies and practices to ensure ongoing compliance.

Strategy and objectives shall be set annually to measure our progress of continuous improvement in meeting our commitments and we will ensure the availability of information and of necessary resources to achieve them.

Central to this policy is M&M Waste Solutions' commitment to comply with all relevant Health & Safety and Environment legislation and codes of practice that apply to our business and the industry that we work in.

The M&M Waste Solutions objectives for 2018 are:

Health & Safety Objectives

1. Achieve Near Miss Report (NMR) data flow from all departments within the business with a minimum return of 30 NMRs per department annually.
2. Reduce NMR for personal protective equipment (PPE) by 50% from 2017 total.

Environment Objectives

1. Zero Environment Agency CCS scores for permit monitoring visits throughout 2018.
2. Reduce residual waste to landfill by 10% on 2018 Environment Agency waste return data.

Quality Objectives

Customer satisfaction
1. 10% reduction on customer and public complaints from 2017 data.

MRF Operations

1.	Quality of outgoing Refuse Derived Fuel (RDF)	> 90%.
2.	Quality of outgoing Paper & Cardboard bale material	> 95%.
3.	Quality of outgoing Ferrous & Non-ferrous material	> 90%

MRF Maintenance

1.	Equipment utilisation	> 85%
2.	On Time Preventative maintenance	> 85%

Management Systems

1.	Quality Certification timescale	Before end 05/18
2.	Environmental Certification timescale	Before end 05/18
3.	Occupation Health and Safety Certification timescale	Before end 05/18

Internal Audit

1.	Audits on time	> 80%
2.	NCR closures on time	> 80%

This policy will be reviewed annually as a minimum requirement to ensure that it remains relevant and appropriate. In accordance with our management systems and the Safety, Health, Environment and Quality policy, our objectives and targets will be reviewed periodically at Management Review to ensure continual improvement.

Rob Fluckiger
Managing Director