

Handy Rubbish Quality & Compliance Policy



Company Number: 14314389

Trading Name: Handy Rubbish (AM ONE LONDON LTD)

Registered Office: Unit 19, 1–13 Adler Street, London, England, E1 1EG

Website: www.handyrubbish.co.uk

Date of Issue: 01 January 2025

Valid Until: 01 January 2030 (reviewed annually)

Policy Statement

Handy Rubbish aims to provide reliable and professional waste management and clearance services to its customers, on time and within agreed budgets.

Although Handy Rubbish is not ISO-certified, the organisation operates in line with **recognised industry best practices** for quality, environmental care, and health & safety.

The management is committed to:

1. Developing and improving internal compliance systems.
2. Continually improving the effectiveness of our service delivery.
3. Enhancing customer satisfaction across all services.

Customer Commitment

Handy Rubbish has a continuing commitment to:

1. Fully identify and strive to meet the needs and expectations of our customers and conform to agreed compliance standards for the services we supply. Customer satisfaction is measured through client feedback, Trustpilot and Google reviews, which we aim to keep consistently above industry average.
2. Assess the risk of our service provision processes and mitigate potential risks of defects. Service provision will be controlled through:
 - Customer feedback and complaint monitoring;
 - Careful subcontractor assessment/vetting on service quality, H&S, environmental and social impacts. Staff feedback and compliance with current laws, regulations, and best business practices.
3. Ensure that our people and subcontractors are suitably competent to carry out their work in a safe and professional manner. Staff receive induction training on the job, health & safety, and refresher training as required. Performance is reviewed regularly to ensure standards are maintained.

4. Monitor and review the business environment and associated risks at least once per financial year through management review meetings, risk assessments, and planning discussions. Results are recorded in our compliance and risk management logs.

Implementation

- All personnel and subcontractors understand and comply with the requirements of this Quality & Compliance Policy.
- Handy Rubbish complies with all relevant statutory and regulatory requirements, including the **Environmental Protection Act 1990** and the **Duty of Care Code of Practice for Waste**.
- Handy Rubbish constantly monitors its performance and implements improvements when appropriate.
- This Policy is reviewed annually to ensure its continuing suitability.

Signed:
Position: Managing Director

Handy Rubbish is a trading name of **AM ONE LONDON LIMITED** (Reg. No. 14314397).
Registered Office: Unit 19, 1–13 Adler Street, London, E1 1EG.