# CalaChem, Grangemouth
# Quality Policy

## Scope

- CalaChem provides industrial services and utilities through separate business entities; **Earls Gate Waste Treatment Ltd., Earls Gate Industrial Services, Earls Gate Utilities and Earls Gate Development.**
- All CalaChem entities will conform to the CalaChem central group operating procedures and practices, including the established Safety Management System, Quality Management System and the Environmental Management System.
- With over 100 years of experience, CalaChem strives to be a 'Service Partner of Choice' for our customers, providing products and services which meet or exceed customer expectations.

## Our Commitment to Quality

- We are committed to ensuring the quality of our products and processes.
- Quality objectives will be set and communicated to support this policy. They will be reviewed for continuing suitability and effectiveness at Management Reviews.
- We will ensure that adequate resources are in place to deliver those objectives.

## Quality Management Standards

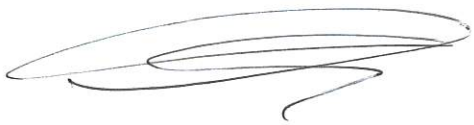
- We will set standards that comply with all statutory and regulatory requirements, and take account of specific customer requirements.
- We have a Quality Management System to ISO 9001 that specifies quality plans and responsibilities.
- We will supply our customers with the products and services they require, as laid out within the documents and procedures which constitute our Quality Management System, that satisfies the requirements of ISO 9001 and 14001.

## Training and Communication

- We will actively encourage employee involvement and competence in all aspects of quality by the provision of training and communication.
- Employees at all levels of our business will have the necessary training to carry out the role for which they are employed and to understand their responsibilities within the Quality Management System.
- We will communicate, implement and operate our Quality Policy throughout our Site.
- Our Quality Policy is available to external interested parties upon request.

## Continual Improvement

- As a business we are committed to our Core Values and the continuous improvement of our Quality Management System which provides the framework for monitoring, measuring and improving our performance across all business streams.
- We will monitor and audit the Quality Management System regularly.
- We will review the results and strive to continually improve the system.
- We will review this policy and associated objectives annually.



Angus Gray, Managing Director
CalaChem Ltd, EGWT, EGIS, EGD, EGU