

Quality Policy

Introduction and Aim

TGBN Ltd, trading as The GBN is a privately-owned business based in Hebden Bridge, West Yorkshire. It offers:

- Environmental Consultancy
- IT Consultancy,
- Packaging Compliance to companies obligated by the Producer Responsibility Obligations (Packaging Waste) Regulations through its three packaging compliance schemes:
 - Pennine-Pack,
 - Pennine-Pack (NI) and
 - Ethical Compliance
- Operates the Investors in the Environment Environmental Accreditation Scheme in the Yorkshire and Humber region.

Although we do not produce a physical product, we aim to provide services that at least meet our customers' requirements and expectations.

Responsibility

This quality policy applies to all of our operations. **Jane Mooney** is responsible for ensuring that the policy is implemented. However, all employees have a responsibility in their area to ensure that the aims and objectives of the policy are met.

We are committed to:

- Meeting and occasionally exceeding customer requirements and expectations
- Continuous improvement of our performance
- Set and review objectives and targets to implement this policy to ensure continuous improvement of our performance
- Document and implement systems that allow this policy to be communicated with employees, customers, other third parties and to allow for independent assessment

We will seek customer feedback and review our performance regularly.

Jane Mooney
23rd August 2018



The GBN is a brand name of TGBN Ltd.

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