



Quality Policy Statement 2024/25

Introduction

Phoenix Environmental Management Ltd is owned independently and is a growing waste management company offering waste management solutions to the public and industry. The company has more than 10 trucks in its fleet catering for all aspects of waste management.

Quality of Service

Quality of service is assured by the setting of Service Level Agreements with customers and suppliers, by the routine measuring of performance against stated objectives and targets, by internal audit, and by auditing by external organisations.

Operations

Phoenix Environmental Management Ltd operates one licensed transfer station in Corby where recoverable waste streams for recycling and EfW (energy from waste) are segregated from waste destined to be taken to landfill.

Regulations

Phoenix Environmental Management Ltd comply with all legal and regulatory requirements i.e., Environmental Agency Waste Management Licence, Vehicle and Operator Service Agency (VOSA) and Health and Safety Regulations. All Hazardous Waste received is not handled but securely stored and collected by appropriately Environmental Agency approved organisations.

Customer Base

Phoenix Environmental Management Ltd manages waste for a variety of customers e.g., Retail, Trade, Industrial, NHS and Local Authorities.

ISO9001:2015 & ISO14001

Phoenix Environmental Management Ltd is committed to meeting the requirements of ISO9001 and ISO14001:2015. The aim of the Quality Management System is to not only meet customer requirement but achieve a high level of customer satisfaction and to continually improve levels of service. The quality system has been designed to manage the risks to customers and the business.

Objectives

Objectives are already established which are reviewed monthly covering tonnages processed, levels of recycling achieved and new sales agreements.

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