

Quality Policy

TOXIMEC SAL is committed to delivering high-quality hazardous and non-hazardous waste management services, including collection, segregation, repacking, treatment, decontamination, and safe transport, in full compliance with applicable legal, regulatory, and contractual requirements.

We aim to achieve complete customer satisfaction by providing reliable, efficient, and environmentally responsible solutions while maintaining the highest standards of safety and operational excellence.

Our Commitments

We will achieve our quality objectives by:

1. **Understanding Client Needs** – Identifying and meeting the explicit and implicit requirements of our customers through detailed contract reviews and clear communication.
2. **Compliance** – Meeting or exceeding applicable ISO 9001:2015 standards, Lebanese regulations, and international conventions (e.g., Basel Convention, ADR, IMDG).
3. **Process Excellence** – Maintaining robust operational controls across all service areas, including hazardous and non-hazardous waste handling, medical and industrial waste management, contaminated site remediation, decontamination, and related environmental services.
4. **Supplier Reliability** – Selecting and monitoring competent suppliers to ensure quality across our supply chain.
5. **Employee Competence** – Providing continuous training to develop the skills, awareness, and engagement of our personnel.
6. **Continual Improvement** – Regularly reviewing processes, monitoring performance indicators, and implementing corrective actions to improve quality and efficiency.
7. **Safe & Sustainable Operations** – Integrating quality with health, safety, and environmental protection principles to prevent defects, incidents, and pollution.

This policy applies to all TOXIMEC SAL activities, personnel, and contractors.

It will be communicated to all employees, made available to interested parties, and reviewed annually during management review meetings to ensure its continuing suitability, adequacy, and effectiveness.

