

## Quality Policy

Reconomy is the UK's leading provider of outsourced waste management and recycling services. The company provides a tech-enabled, comprehensive waste and environmental management service through a nationwide network of approved service providers.

To demonstrate continuous improvement, and satisfy applicable requirements, we have established a Quality Management System that provides a framework for measuring and improving our performance. Reconomy is committed to:

- Improving the quality of service by implementing the principles of total quality management
- Delivering stakeholder value by enhancing the sustainability performance of our clients
- Creating a working environment that is ready for growth
- Meeting and exceeding the needs and expectations of our stakeholders enabling us to deliver success.

To fully implement and maintain a quality management system that delivers customer centricity and continuous improvement throughout our business the company will:

- Foster a customer centric approach
- Train and develop our employees
- Recognise each employee's responsibility for quality
- Provide a framework for establishing and reviewing quality objectives
- Regularly gather, monitor and act on customer feedback
- Select and performance monitor suppliers against set criteria
- Regularly audit our internal processes
- Review and act on audit results, stakeholder feedback and complaints
- Drive our quality management system toward improving customer satisfaction
- Make this Policy available to all interested parties on our website
- Review and renew this Quality Policy on an annual basis

Our internal procedures are reviewed regularly and are held in a Quality and Environmental Manual which is made available to all employees.

All employees have a responsibility, within their own areas of work, to help ensure that customer centricity is at the heart of what we do, and quality is fully embedded across the organisation.

A handwritten signature in black ink, appearing to read "Paul Cox", is positioned above the name and title.

**Paul Cox – Chief Executive Officer**  
January 2019