

# 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
- Meeting legal requirements as set out in the standards

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.

Signature:

A handwritten signature in black ink, appearing to read "Paul Cox", written over a light blue background.

**Name of Signatory:** Paul Cox  
**Position:** Chief Executive Officer  
**Date:** January 2020

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