

RECONOMY GROUP QUALITY POLICY

Reconomy Group is a leading, tech-led provider of circular economy-focused services, with the purpose of creating a truly sustainable world through conserving finite resources. Supporting businesses around the world to improve their Environment, Social and Governance (ESG) outcomes, Reconomy Group delivers services through three main verticals – Recycle, Comply and Reuse.

Reconomy Group 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
- Ensuring the highest level of objectives for quality, environmental and health and safety performance
- Creating a working environment that is ready for growth
- Meeting and exceeding the needs and expectations of our stakeholders enabling us to deliver success
- Complying with all environmental, legal and other requirements applicable to our activities and services.

To achieve this, Reconomy Group businesses will:

- Foster a customer centric approach
- Effectively Communicate quality actions and strategy at all levels
- Engage with staff and provide our employees with ongoing learning and development
- Encourage a culture of continuous improvement through a process-based approach
- Recognise each employee's responsibility for quality
- Provide a framework for establishing and reviewing quality objectives
- Regularly measure and analyse Key Performance Indicators against objectives
- Regularly gather, monitor and act on customer feedback
- Select and performance monitor suppliers against set criteria
- Protect the environment by promoting and implementing the principles of the Circular Economy in the solutions we provide to our customers
- Regularly audit our internal processes
- Review and act on audit results, stakeholder feedback and complaints
- Enable the early identification of problems and the adoption of effective and efficient corrective and preventive actions
- Drive our quality management system towards improving customer satisfaction
- Regularly monitor changes to legislation within our industry and implement changes as required
- Make this Policy available to all Interested Parties

This Quality Policy has been implemented into our Management System and will be reviewed by Senior Management and renewed on an annual basis.



Paul Cox

Chief Executive Officer, Reconomy Group

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