

Quality Policy

Purpose of this policy

To share and communicate our commitment to continually improve the service, products and materials we provide to meet and where possible exceed our customers' requirements. This policy applies to Viridor and all its subsidiary companies wherever their operations are carried out and is reviewed and, if necessary, revised annually.

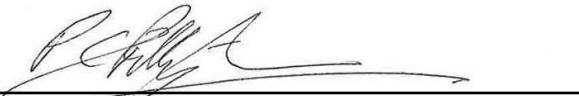
Our commitment

The Viridor Executive Management Board is responsible for establishing this policy and for monitoring and reviewing the quality performance of Viridor and its subsidiaries. The Viridor Managing Director is responsible for implementing this policy. We aim to achieve the above by implementing a management system that complies with the international standard BS EN ISO 9001. Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.

Achieving our commitment

We are committed to continually improving and creating a strong and sustainable quality culture, across all our activities by: -

- Appointing suitable personnel at both Viridor and Pennon Group Level responsible for implementing this policy and forming procedures to achieve our commitment to the highest quality performance
- Deploying the best leadership and management structure required to deliver this policy
- Complying with applicable requirements, including satisfying and meeting the requirements of our customers, as well as legal and regulatory requirements and other requirements relevant to our business
- Identifying and providing adequate training and establishing systems to assist all personnel to achieve the standards required
- Continually improving of the quality management system and helping to ensure it remains effective
- Engagement, consultation and participation of our employees and interested parties at all appropriate levels, on quality responsibilities through standards, education, supervision and effective communication
- Setting challenging quality performance targets and objectives
- Implementing robust quality management systems, adopting best practices and ensuring they are communicated and maintained
- Ensuring our supply chain partners meet the standards we set
- Monitoring and assuring our performance to verify that we are fully compliant with our standards, requirements and expectations.



Phil Piddington, Managing Director

Date: July 2018