

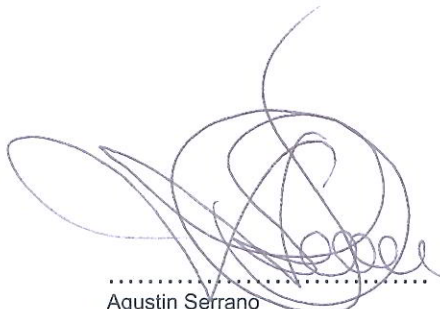


## Quality Policy Statement

Severn Waste Services are committed to delivering a high quality service which meets the expectations of our customers and stakeholders through:

- ◆ Operating a quality management system meeting BS EN ISO 9001 and ensuring the continual improvement in the effectiveness of this system.
- ◆ Establishment of annual quality objectives and conducting regular reviews of performance against these objectives.
- ◆ Delivery of services that meet in full the contractual, legal and other requirements relevant to our activities.
- ◆ Ensuring the involvement and co-operation of all employees and contractors working on behalf of the company in the implementation of the policy statement and management system.
- ◆ Ensuring a positive customer experience on all sites through high standards of safety and customer care.
- ◆ Encouraging the general public to communicate openly regarding our quality performance through promoting the use of on-site systems for compliments and complaints.
- ◆ Working in partnership with our stakeholders to help meet challenging targets to reduce, re-use, recycle and recover value and energy from domestic waste and avoid valuable resources going to landfill.

The ultimate responsibility for quality lies with the Board of Directors and through them the Executive Committee. Specific arrangements and organisational responsibilities are detailed in the Management System. The Executive Committee will review this Quality Policy on a regular basis to ensure it continues to meet both the company and our customer's needs.



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Agustin Serrano  
Shareholder Representative  
FCC Environment (UK) Ltd



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Javier Peiro  
Shareholder Representative  
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