

Quality Policy

Purpose of this policy

To share and communicate our commitment to satisfy and, where possible, exceed our customers' requirements. This policy applies to Viridor and subsidiary companies wherever their operations are carried out and is reviewed and, if necessary, revised annually.

Our commitment

We are committed to implementing and continually improving the quality management system that complies with the standard ISO 9001, PAS 100 and PAS 110. We will achieve this by providing an outstanding service and product quality to sustain long-term success and 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 the requirements of our customers, as well as legal and other requirements relevant to our business
- Identifying and providing adequate training and establishing systems to assist all personnel to achieve the standards required
- Ensuring the quality management system remains effective
- Engaging with 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
- Identifying processes and grades of all input and output materials, ensuring they are fit-for-purpose, and ensuring we achieve the minimum acceptable quality and plant response and exceed those where possible.

The Viridor 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.

NAME	POSITION	SIGNATURE	DATE
Phil Piddington	Managing Director		16/09/2019