

What is the Board's commitment to Quality?

Biffa believes that all customers and interested parties are entitled to quality products and service and that the best approach to meeting expectations and driving growth and performance improvement is to employ an effective integrated management system that is consistent across all Group Activities. The Business Leaders and their teams will ensure that the quality service optimises our systems and processes and meets all compliance obligations, customer needs and aligns with the strategic direction of the business.

Why is Quality important to us?

We set out to be leading edge in our industry by focusing on the needs of our customers and other interested parties and the products and service we provide, especially in our local communities.

- We care passionately about our customers, our people and the quality of our products and services.
- We are committed to challenging preconceptions about how things should be done and changing the way people think about waste. We want customers' experiences of Biffa to be positive and rewarding. We help them communicate their needs and use our skills to help promote business growth.
- We stand for promises kept, expectations exceeded and working relationships that are mutually beneficial.

How do we promote Quality in our business?

Through systems and processes that are lean, efficient, effective and fit for purpose and hassle free for our customers, employees and suppliers, working towards continual improvement of our products and services by:

- Carefully reviewing the context of the organisation and develop objectives and targets in the form of a Balanced Business Plan. The plan considers Group risks and opportunities and the needs and expectations of interested parties
- Operating within an integrated management system that meets the requirements of ISO 9001:2015 and seeks to prevent process loss and adverse impacts on products and services and to identify risks and opportunities.
- Ensuring adequate resources are available to achieve targets and that our employees are suitably skilled to design, develop and provide a quality service and work in accordance with best practice.
- Monitoring, auditing and evaluating the performance of the integrated management system and processes to the satisfaction of interested parties
- Communicating and consulting with all interested parties including external providers to maintain a high level of service and meeting customer requirements
- Clearly defining ownership of quality in the business and the responsibility of Managing Directors to deliver quality services.
- Providing ongoing training and development of our people to underpin a proactive approach to continuous improvement in all that we do and to develop organisational knowledge.
- Committing to business transformation to ensure that any broken and misshapen processes are fixed and become efficient, ensuring that we are first choice for our customers and easy to do business with.

Participation and consultation are vital aspects of this policy. Biffa welcomes suggestions from any interested party, members of the public and employees to improve performance.



Michael Topham
Chief Executive Officer
19 November 2019

This policy statement is publicly available on the Company website and displayed prominently and made available to view by all employees and interested parties at all Biffa workplaces. The Policy will remain under review to ensure its continuing relevance appropriate to the organisation and undergo a formal review each year.