

### What is Biffa’s commitment to Quality?

Biffa is committed to ensuring a positive experience for Biffa’s customers and interested parties and believes an effective integrated management system that is consistent across all Group activities delivers the services which meets expectations, drives growth and improves performance.

We will ensure that our systems and processes are optimised to meet all compliance obligations and customer needs and aligns with the strategic direction of the business.

### Why is Quality important to us?

Our vision is to lead the sector in sustainable waste management and we will do this by providing excellent, trusted services and developing products which meet and exceed the needs of our customers and other key groups including the local communities we serve.


- We understand and care about our customers and our people.
- We deliver high quality sustainable waste services and products.
- We are a forward-thinking business which is committed to changing the way people think about waste.
- Our customer experience is positive and rewarding. We help our customers communicate their needs and use our skills to help promote business growth.
- Our customers trust us to keep our promises and exceed expectations which fosters good working relationships that are mutually beneficial.

### How do we promote Quality in our business?

By ensuring that our systems and processes are efficient, effective and fit for purpose; and are hassle free for our customers, employees and suppliers. We work towards continual improvement of our products and services by:

- Carefully reviewing the context of the organisation and developing objectives and targets aligned to our Resourceful, Responsible Sustainability Strategy and our Balanced Business Plan. The plan considers Group risks and opportunities and our priorities across all stakeholder groups
- Operating within an integrated management system that meets the requirements of ISO 9001:2015 and seeks to prevent process loss such as 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 high-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 that meets customer needs.
- Clearly defining ownership of quality in the business and the responsibility to deliver quality services.
- Providing ongoing training and development of our people to underpin a proactive approach to continuous improvement.
- Committing to business transformation to ensure that any inefficient processes are improved to ensure that we are first choice for our customers and easy to do business with.
- Ensuring our supply chain partners meet the standards we set

Biffa actively seeks consultation on this Policy with all interested parties and employees to continually improve performance. The Biffa plc Board is responsible for establishing this Policy and for monitoring and reviewing the quality performance of Biffa plc and its subsidiaries. The responsibility for the management and delivery of quality lies with all Directors and Managers.

NAME	POSITION	SIGNATURE	DATE
Michael Topham	Chief Executive Officer		2 <sup>nd</sup> March 2021