

# Cory Quality Policy

Cory is one of the UK's leading recycling and waste management companies. We operate one of the largest Energy from Waste (EfW) facilities in the United Kingdom on the banks of the River Thames in London. We have a unique river-based infrastructure, transporting London's waste on our fleet of barges and turning it into baseload energy for the UK grid.

## AIMS AND OBJECTIVES

We are committed to delivering a quality service and being regarded as a trusted service provider and community partner. We strive to ensure that our service levels and support consistently exceeds those of our competitors.

### We will aim to achieve this through:

- Maintaining an ISO 9001 Quality Management System that sets the framework for identifying improvement objectives and targets;
- Setting improvement objectives at operating locations that complement the corporate objectives to achieve this policy;
- Meeting contractual and legislative requirements and, where appropriate, exceeding legal and other requirements to address any risks and opportunities associated with internal / external issues, and to meet the needs and expectations of interested parties;
- Maintaining good communication channels with all stakeholders;
- Consistently providing products and services in a manner which satisfies Client requirements by organising operational activities in a systematic manner with clear work procedures;
- Monitoring the effectiveness of our Quality Management system through audit, inspection and review of monitoring data, existing work practices, and issued documentation, to ensure clear objectives are set in support of achieving the required aims and to minimise deficiencies and errors;
- Ensuring the traceability of work carried out;
- Carrying out improvements, under the umbrella of collaborative working with our stakeholders;
- Regularly conducting reviews, ensuring best practice by implementing knowledge gained and to ensure the continual improvement of the service;
- Planning new services so that they are operable, achievable and adequately resourced to meet all applicable requirements;
- Providing training and instruction to enable all employees to undertake their duties effectively and safely, thereby playing their role in the delivery of a high-quality service; and
- Making available sufficient and competent resource within Cory to support development of and adherence to this policy.

The success of this policy is reliant on the combined efforts of all employees to ensure procedures are complied with and that consideration is given to all stakeholders in the maintenance of the quality system.

## COMMUNICATION & REVIEW

This Quality Policy applies to all Cory operations, all of which are fully committed to the ISO 9001 standard and compliance with it. It is communicated to all Cory employees and relevant stakeholders and will be reviewed on a regular basis to ensure it remains compliant with relevant legislation and current company strategy.

