

# QUALITY POLICY STATEMENT

## “ To ensure that our products and services satisfy our customers’ requirements

EMR aims to be the global leader in the provision of sustainable materials. We endeavour to do this by having the best people servicing our customers with dependable, real-world recycling solutions. Our core business is recycling large quantities of metals and other valuable commodities from a range of post-consumer, municipal and industrial sources.

EMR’s Senior Leadership will demonstrate commitment to effective quality management and will ensure that all personnel are aware of the Company’s quality aims and objectives through the delivery of ongoing training and internal communications.

### We will

- Continually maintain, review and seek to improve an effective and efficient Quality Management System which meets the requirements of BS EN ISO 9001:2015 and EU333/2011;
- Ensure that suitable and sufficient resources are provided to enable achievement of our objectives and targets;
- Aim to continually improve our products and services to customers by seeking their views and making necessary changes to deliver customer satisfaction;
- Ensure that all applicable compliance obligations are complied with; and
- Hold regular reviews of our policy, systems and practices to ensure continual improvement in our quality management system.

This policy will be displayed in every depot, communicated to everyone working for or on behalf of EMR and displayed on our website.

This statement is signed by the Group Chief Executive Officer on behalf of the Board and the Executive Management Team to demonstrate the commitment of the Company and operationally to this goal.



Chris Sheppard  
**Group CEO**

January 2019



Andrew Brady  
**CEO, UK**

January 2019