



Quality Policy

Issue 1, October 2016

QUALITY POLICY STATEMENT

'To ensure that our products and services satisfy our customers' requirements'

As one of the world's leading recycling organisations, we are committed to implementing an effective quality management system. Our core business is recycling scrap metal from a range of sources into the high quality material that our customers require, ensuring they return.

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 the 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 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.

Bob Garwood

Chief Executive Officer

October 2016

Andrew Brady

Chief Operating Officer

October 2016

Approved for IMS:	IMS Management Team	Document owner:	Chief Executive Officer	Page 1 of 1
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