



QUALITY POLICY STATEMENT

URM are committed to a policy of collecting and supplying Glass Cullet to meet and/or exceed the expectations of our customers and other interested parties.

We strive to be the very best we can possibly be in everything we do, setting the standards for our industry that others aspire to achieve for the benefit of all stakeholders. We aim to be recognised as the most innovative, and responsible business partner in the glass recycling market.

- We ensure as much material as possible is committed to re-melt applications and diverted from waste / aggregates where possible.
- We are committed to the continual improvement and effectiveness of the Quality Management System for the benefit of URM and our interested parties.
- Our objective of continual improvement and customer satisfaction can only be achieved with the total commitment and input from personnel at all levels towards the Quality System.
- All staff are responsible for the quality of their own work; URM provides training and has established systems to assist all personnel to achieve the standards required. URM provide the time and resources required to achieve this.
- The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System. The policy is displayed in strategic locations at all sites as well as stored digitally with the Manual on the URM network.
- To implement the policy URM are committed to operate a Quality Management System as defined in the Quality Manual and supporting procedures and instructions.
- The continuing effectiveness of the Quality Policy, Objectives and the Quality Management System are reviewed on a regular basis as part of the Management Review.
- URM are committed to satisfy the requirements of ISO 9001:2015, EOW regulations for glass, regulatory and company requirements.

Name: Kevin Needham

Title: Chief Executive Officer

Signature:

A handwritten signature in black ink, appearing to read 'K. Needham', written over a white background.