

## Quality Policy



As a leader in the application and use of green technology, the recycling of both inert and organic waste materials - Countrystyle Group aims to provide quality products that are defect free reusable, sustainable and fit for purpose.

The company is committed to:

- Achieving and maintaining certification to ISO 9001 by a UKAS approved body
- Supporting its products with a quality consultancy and advice service for its customers
- Ensuring that quality requirements are identified and satisfied throughout our activities, undertakings and operations
- The provision of resources and trained competent staff
- That quality objectives are established in conjunction with the Business Plan and reviewed on a continued basis during Management Meetings
- That customer needs and expectations are determined and fulfilled with the aim of achieving a year-on-year reduction in reported non-conformances and complaints
- To continually improve the effectiveness and of the quality management system through the continual monitoring and measuring of processes
- To effectively communicate the importance of this and other policies and procedures throughout the organisation

### Responsibilities:

**Group Level:** The Sales & Operations Director is responsible for the 'day to day' management and control.

**Site Level:** The Senior Managers are responsible for the 'day to day' management and control at their own respective sites.

**General:** All members of the management structure including supervisory staff shall be responsible for the implementation of this Policy.

### Employees are to:

- Co-operate with the company at all times
- Report all Quality concerns to the company

A handwritten signature in black ink that reads "Trevor Heathcote". The signature is written in a cursive style with a large initial 'T'.

**Trevor Heathcote**  
Chairman

August 2009