

# Quality Policy - February 2017

ERP UK's vision is to be an independent, self-financing, best-in-class, innovative and cost-effective environmental services company. We will offer a comprehensive portfolio of tailor-made and unique services to leading organisations throughout the country.

Our service offer will encompass an extensive suite of resource recovery and producer responsibility services. All of these services will be built around effective management of the waste materials value chain and complete and transparent material tracking. We will promote innovations in recycling technologies and work with stakeholders to build systems that reward products specifically designed for recycling.

ERP UK's guiding ethical principles of advancing business, environmental and social practices will be applied throughout our organisation. We will create a strong company, proud of the work accomplished and focused on continuous improvement and future development. ERP UK will be nationally recognised for the quality of its services and its commitment to environmental excellence.

ERP UK believes in the need for a free market and competition between compliance schemes, as these are fundamental to the protection of consumers and business, as well as the environment. Being part of the only pan-European producer compliance scheme, ERP UK has developed and operates a shared waste management platform to deliver compliance to the European WEEE, Battery and Packaging Directives at national level, according to a set of core principles:

- To guarantee compliance with the legal and other requirements of the Directives;
- To fulfil the specific requirements of customers for which ERP has developed compliance solutions;
- To meet and exceed customers' expectations;
- To promote cost-efficient and innovative recycling strategies;
- To open up opportunities for pan-European recycling services and cross-border competition in the waste management services market;
- To meet and comply with the specific requirements of ISO 9001:2008 and ISO 14001:2004;
- To continuously improve the effectiveness of ERP UK's integrated management system, guaranteed by the establishment of ambitious annual objectives and targets.

Signature:



Policy owner: John Redmayne  
Position: General Manager  
Policy Review: Annual