

Establishing & Communicating

The quality policy acts as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. Quest Waste Management Ltd management team ensures that our corporate policies are established and documented, and that the policies are available to all interested parties via our website.

The Managing Director has overall responsibility for defining, documenting, implementing and reviewing our quality policy in consultation with the management teams and other personnel, or their representatives. The policy is reviewed at least annually, as part of the management review programme or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties.
2. The risks and opportunities that are presented through the risk management process.

The quality policy is communicated to all employees at all levels throughout our Organisation via training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

Quality Policy Statement

QUEST is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

- **OUR PEOPLE**

QUEST is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. QUEST is committed to:

- Creating and nurturing an environment of success based on honesty and integrity;
- Equitable sharing in the success of the company;
- Empowerment through training and communication;
- Individual growth and equal opportunity;
- Designing and providing a safe and secure work environment.

- **OUR CUSTOMERS**

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

- **OUR COMMUNITY**

QUEST is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

- **OUR QUALITY**

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world class business.

Role, Responsibilities & Authorities

Our organisational structure is attached to this Policy. The Organisational chart shows the interrelation of personnel within QUEST, whilst job descriptions define the responsibilities and authorities of each role. Job descriptions and the Organisational structure are reviewed and approved by the Managing Director for adequacy as determined by the changing needs and expectations of the interested parties and any risk and opportunities presented through the risk management process.

Members of the team are ultimately responsible for the quality of QUEST products and services since they control the resources, systems and processes by which conforming work is accomplished. The Managing Director is responsible for business planning, development and the communication of our policies, quality management system planning, the establishment and deployment of objectives, the provision of resources needed to implement and improve the quality management system and for undertaking management reviews. The Managing Director has assigned the responsibility and authority to the management teams and departments to:

1. Ensure that QMS processes are delivering their intended outcomes;
2. Report on the operation of the QMS and identifying any opportunities;

3. Ensure that improvement is taking place;
4. Ensure that customer focus is promoted throughout the Organisation;
5. Ensure that whenever changes to the QMS are planned and implemented;
6. Ensure the integrity of the system is maintained during changes;
7. Ensure that responsibilities and authorities relating to the QMS are communicated and understood.

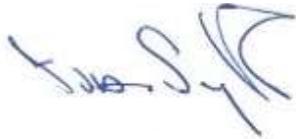
All managers demonstrate their commitment to the development and improvement of the quality management system through the provision of necessary resources, through their involvement in the internal audit process and through their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key system processes.

All managers are responsible for execution of the business plan and the implementation of the policies, processes and systems described in this manual. All managers are responsible for planning and controlling the management system processes within their area of responsibility, including the establishment and deployment of operational level objectives and the provision of resources needed to implement and improve these processes.

All employees are responsible for the quality of their work and implementation of the policies and procedures applicable to processes they perform. Personnel responsible for product quality have the authority to stop production to correct quality problems. Employees are motivated and empowered to identify and report any known or potential problems and to recommend related solutions aid the corrective and preventive action process.

Signed:

Date: 2 June 2019

A handwritten signature in blue ink, appearing to read "Ivan Smyth", with a stylized flourish at the end.

Ivan Smyth
Managing Director
Quest Waste Management Ltd