



Quality

Scope of application

This Policy is applicable to all employees, managers and members of the governing bodies of URBASER S.A., its subsidiaries and holdings/joint ventures in which URBASER is the majority shareholder / partner or where control is held by URBASER's management ("URBASER" or "the Company"). It is the responsibility of all URBASER employees to act professionally and protect the Company's reputation.

Contents

Policy

A handwritten signature in blue ink, appearing to read "Javier Peiro", is positioned above the printed name and title.

Javier Peiro
Managing Director

Cheltenham, GL53 7JT



Urbaser Limited is a waste management organization that provides the public sector market with a complete solution for waste treatment (including the designing and building of waste plants), waste collection, ground maintenance and street cleansing services. Urbaser Limited' strategic directions is to achieve a sustained, profitable growth by providing services which consistently satisfy and exceed the needs and expectations of its customers; whilst also considering all internal and external influences affecting the organization' ability to achieve its intended results. To this end, Urbaser Limited has designed and implemented an efficient and effective quality system based on the requirements of BS EN 9001:2015, and its management is committed to:

- Ensure the continual Improvement of its QMS by identifying and reviewing the risks and opportunities that can affect the conformity of service and the ability to enhance customer satisfaction and demands.
- Comply with all the legal and statutory requirements along with the ones of the client that will be always are understood, met and constantly reviewed.

To this end Top management shall:

- Achieve and maintain a high standard of quality in all aspects of its work;
- Take full accountability for the effectiveness of the QMS;
- Approve and endorse the use of a process approach and a risk- based thinking ethos across the company;
- Being open and receptive to clients feedback and comments regarding both their requirements and the quality of service;
- Ensure the resources needed for the QMS are available, including support and encouragement;
- Continuous improvement of the Quality Management System through audits, monitoring and evaluation of performances;
- Training and education of all employees to enhance their performances and professional development
- Continually improving customer satisfaction;
- Reviewing the policy and procedures described in the Quality Manual and associated documents
- Defining, setting, auditing and reviewing the Company's strategy, policy and objectives and targets, making sure the stated are compatible with the context and strategic decision of the company;
- Communicate the importance of the effectiveness of a robust QMS requirements throughout;
- Promote the involvement of personnel in various aspects of the QMS system;
- Promoting quality awareness through training, improvements and company meetings;
- Establishing Partnership with supplier and other interested parties to provide an improved service, and
- Support to the other relevant management roles to demonstrate their leadership it applies to their area of responsibilities.

Urbaser Limited supports a culture that values the highest quality performance from every employee and every function. We strive for excellence and our guiding Values are recognition of the individual, commitment and credibility



This Policy statement is communicated to all personnel who may work with or on behalf of the Company and is available to the public via our website. Both the Quality Policy and Policy statement will be reviewed annually and updated as necessary.