



## Quality Policy

Thorntons Recycling collects domestic, commercial and industrial solid wastes and hazardous and non-hazardous liquid waste. Materials are processed at a number of waste management facilities where the primary objective is to maximise recycling and/or ensure the safe disposal of non-recyclable waste. We are committed to achieving the highest possible level of service for our customers. As a leading waste management company in Ireland, Thorntons Recycling is striving to attain Quality excellence through our Integrated Management System (IMS) by continually improving performance and advancing the following objectives:

- Our aim is to continuously exceed our customers' expectations and to progress our competitive position in the market through continuous improvements to our processes, quality and organisational efficiency.
- It is our policy to implement and maintain an effective quality system, which is periodically reviewed, and if necessary revised to meet the requirements of our customers and our company.
- We are committed to compliance with requirements and continuous improvement of the management system.
- We aim to provide a framework for setting and reviewing quality objectives.
- We are committed to ensuring that all employees understand this policy and we will review it continuously for suitability.

This Policy will be achieved with the implementation and management of an Integrated Quality Management system certified to the internationally recognised Standards ISO 9001;2008.

Signed:

A handwritten signature in blue ink, appearing to be "M. J. [unclear]", is written over a horizontal line.

Date:

15<sup>th</sup> April 2010

Title:

Managing Director