

# Cory Riverside Energy

## Quality Policy

Cory Riverside Energy is one of the UK's leading resource management, recycling and energy recovery companies. We operate the largest Energy from Waste facility on the banks of the River Thames in London, creating reliable, sustainable, energy. Our unique river-based infrastructure facilitates our resource handling activities and the transportation of London's residual waste on our fleet of barges

### AIMS AND OBJECTIVES

We are committed to delivering a quality service and being regarded as a trusted service provider and community partner. We strive to ensure that our service levels and support consistently exceed those of our competitors.

#### We will aim to achieve this through:

- Maintaining a ISO 9001 Quality Management System that sets the framework for identifying improvement objectives and targets;
- Setting local improvement objectives at each operating location, that complement the corporate objectives to achieve this policy;
- Meeting contractual and legislative requirements and where appropriate, exceeding legal and other requirements;
- Maintaining good communication channels with all stakeholders;
- Reviewing the services we provide and organising operational activities in a systematic manner with clear work procedures;
- Ensuring the traceability of work carried out;
- Minimising deficiencies and errors;
- Carrying out improvements, under the umbrella of collaborative working with our stakeholders,
- Regular service reviews, ensuring best practice by implementing knowledge gained ensuring the continual improvement of the service;
- Planning new services so that they are operable, achievable and adequately resourced to meet all applicable requirements;
- Providing training and instruction to enable all employees to undertake their duties effectively and safely, thereby playing their role in the delivery of a high-quality service,
- Continuously and formally review quality management processes, in order to set and, if appropriate, reset clear objectives in support of the achievement of the required aims,
- Making available sufficient resource within Cory Riverside Energy to support development of and adherence to this policy.

The success of this policy is reliant on the combined efforts of all employees to ensure procedures are complied with and that consideration is given to all stakeholders in the maintenance of the quality system.

### COMMUNICATION & REVIEW

This Quality Policy applies to all Cory Riverside Energy operations, all of which are fully committed to the ISO 9001 standard and compliance with it. It is communicated to all Cory Riverside Energy employees and relevant stakeholders and will be reviewed on a regular basis to ensure it remains compliant with relevant legislation and current company strategy.

