

QUALITY POLICY

The objective of Biogen is to offer comprehensive organic waste management services through safe operation of best in class Anaerobic Digestion and Composting sites that are at the leading edge in eco-technology.

Biogen's Management Executive Team demonstrates their leadership commitment by taking accountability for the effectiveness of a Quality Management System that is based upon the requirements of ISO 9001:2015 and by ensuring the availability of sufficient resources necessary.

To meet its objective, Biogen will:

- 🕒 Establish objectives that are compatible with the context and strategic direction of its organisation.
- 🕒 Monitor and measure the effectiveness of these objectives and its business processes through Management Reviews and internal audit processes.
- 🕒 Proactively seek feedback from its customers on how well its products and services meet their requirements and in turn provide professional, responsive and legally compliant products/services.
- 🕒 Investigate problems or complaints and take appropriate action to prevent recurrence.
- 🕒 Select suppliers who enable us to deliver safe, cost effective and environmentally sound services at its operational sites.
- 🕒 Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets Biogen and its customer requirements.
- 🕒 Create, distribute and endeavour to sell digestate that meets the PAS 110 standard at all its operational AD sites
- 🕒 Endeavour to meet the PAS 100 standard at its composting sites where possible.
- 🕒 Provide a work environment that promotes the well-being and safety of its employees, and encourages positive teamwork.
- 🕒 Ensure robust engineering standards across all its operational sites
- 🕒 Encourage all employees to identify problems and make suggestions to improve all aspects of its products/services and business processes.
- 🕒 Ensure that all employees are aware of its Quality Policy and are committed to the effective implementation of its Quality Management System; and
- 🕒 Ensure that Biogen complies with all its applicable requirements such as its compliance obligations.

The continual improvement of the effectiveness of its Quality Management System is fundamental to the success of Biogen's business and is supported by both the Management Executive Team and all its employees as an integral part of their daily work.

Signed.....

Date 1-Dec-22

Chief Executive Officer, Biogen (UK) Ltd

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