

QUALITY POLICY

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


Biogen's 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 supports the organisation's strategic direction by ensuring the availability of sufficient resources necessary.

To meet its objective, Biogen will:

- Establish quality objectives that are compatible with the context and strategic direction of the organisation and provide a framework for continual improvement.
- Monitor and measure the effectiveness of these objectives and its business processes through Management Reviews and internal audit processes to ensure consistent quality performance.
- Proactively seek feedback from its customers on how well its products and services meet their requirements with the aim of improving customer satisfaction, and in turn provide professional, responsive and legally compliant products and services.
- Investigate problems, nonconformities or complaints and take appropriate corrective action to prevent recurrence and reduce risk to quality performance.
- Select and manage suppliers and external providers who enable us to deliver safe, cost-effective and environmentally sound services at our operational sites in line with quality requirements.
- Recruit employees who are customer-focused and support them with appropriate training, awareness and systems to ensure their competence and understanding of relevant QMS requirements always meets Biogen and its customer requirements.
- Create, distribute and endeavour to sell digestate that meets the PAS 110 standard at all operational AD sites in line with customer and regulatory expectations.
- Provide a work environment that promotes the well-being and safety of its employees, and encourages positive teamwork to support effective quality outcomes.
- Ensure robust engineering standards across all operational sites to maintain consistent and reliable service delivery.
- Encourage all employees to identify problems, risks and opportunities, and make suggestions to improve all aspects of its products, services and business processes.
- Ensure that all employees are aware of this Quality Policy, understand their contribution to the effectiveness of the QMS, and are committed to its effective implementation.
- Ensure that Biogen complies with all applicable statutory, regulatory and other relevant requirements.

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

This Quality Policy is communicated, understood and applied throughout the organisation and is made available to relevant interested parties.

Signed.....

Date *1st June 26*

Adam Feneley
Chief Executive Officer, Biogen (UK) Ltd

Quality Policy	Version 14	Issued date: 12/05/2026	Issued by: Kate Lister
Uncontrolled when printed			Page 1 of 1