POLICY

Quality Policy

Issued October 2026 · Next review October 2027 · Owner: John Neill, Sustainability Director

1. Purpose

Fibreuse Group Limited aims to deliver reliable, well-evidenced recovery services for textiles, fibre, carpet, mattresses, foam and plastics that meet and exceed our customers' expectations. This policy sets out how we do so. We are working towards a quality management approach aligned with ISO 9001.

2. Scope

This policy applies to all Fibreuse employees and services, including the collection, sorting, processing and reporting we arrange through licensed partner sites, collectors and hauliers, as well as customer service and administration.

3. Our commitments

- Understand each customer's requirements and agree service specifications in writing.
- Deliver our services consistently, in line with documented procedures, regulations and codes of practice.
- Provide accurate and timely evidence, including weights, waste transfer documentation and destination reporting.
- Select partners on their compliance, capability and performance, and monitor them regularly.
- Respond to complaints promptly, identify the root cause and take corrective action.
- Set quality objectives and measure performance, for example collection reliability, response times and reporting accuracy.
- Train and develop our employees so they are competent in their roles.
- Use feedback from customers, employees and partners to drive continual improvement.
- Keep documents and records controlled, accurate and up to date.

4. Responsibilities

- **John Neill, Sustainability Director**, owns this policy, sets quality objectives and reviews performance.
- **Claire Warner, Head of Customer Service**, manages customer service, feedback and complaints.
- **Josie Williams, Accounts**, ensures invoicing and financial records are accurate.
- **All employees and partners** must follow agreed procedures and raise any quality issue promptly.

Feedback and complaints can be sent to enquiries@fibreuse.com or made by phone on 0161 660 9501.

5. Monitoring and review

Performance against quality objectives, complaints and partner performance are reviewed regularly. The Sustainability Director reviews this policy annually, or sooner if our services or customer requirements change significantly.

Signed on behalf of Fibreuse Group Limited

Signature 

Name **John Neill**
Position **Sustainability Director**
Date **October 2026**

Reviewed annually, or sooner if legislation or our operations change. Next review: October 2027.