

QUALITY STATEMENT

Quality Management

CountyClean Group, together with its subsidiaries — **CountyClean Environmental Services Ltd** and **CountyClean Waste Recycling Ltd** — is dedicated to delivering services of the highest quality. Our philosophy is rooted in a customer-first approach, where exceeding expectations is not just an aspiration but a standard we strive to uphold in every project.

We believe that excellence comes from precision, which is why our guiding principle is simple yet powerful: *get it right the first time, every time*. This commitment ensures that our clients can rely on us for dependable, efficient, and professional solutions across all areas of environmental management and waste recycling.

Our dedication to quality is further reinforced by our achievement of **ISO 9001 certification**, a globally recognised benchmark for quality management systems. Holding this certification is more than a badge of honour; it is a testament to the rigorous standards we maintain throughout our operations. It demonstrates that our processes are not only compliant with international best practice but are also subject to continuous review and improvement. By embedding this culture of refinement into our daily work, we ensure that every service we provide is consistent, reliable, and aligned with the evolving needs of our customers and industry.

At CountyClean Group, quality is not an endpoint but an ongoing journey. Through innovation, accountability, and a relentless pursuit of improvement, we aim to set the standard for excellence in environmental services and waste recycling, building long-term trust and partnerships with every client we serve.

Quality derives from a staff commitment to service and excellence, this belief is stated in our business principles:-

Customer Focus

Customer requirements always come first. Quality begins and ends with the customer, and we are committed to meeting their needs. Our flexibility — both as individuals and as an organisation — ensures we consistently deliver.

Relationships

We are committed to building strong, mutually beneficial relationships with both our customers and suppliers. By fostering trust, transparency, and collaboration, we create partnerships that deliver value for all parties involved. For our customers, this means reliable service, tailored solutions, and a commitment to exceeding expectations. For our suppliers, it means fair dealings, open communication, and long-term cooperation that supports shared growth. Together, these relationships form the

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foundation of our success, enabling us to deliver consistent quality while driving innovation and sustainability across our operations.

Teamwork

Our employees work collaboratively as a unified team, combining their skills, experience, and dedication to deliver outstanding service. By supporting one another and sharing knowledge, they create a culture of cooperation that ensures customer needs are met efficiently and effectively. This teamwork not only strengthens our ability to respond to challenges but also fosters innovation and consistency, enabling us to provide the highest level of satisfaction to every customer we serve.

Health, safety and security

CountyClean recognises the fundamental importance of health, safety, and security in every aspect of its operations. Our comprehensive health and safety policy not only sets out our commitment but also provides a clear framework for effective management across all areas of the business. We believe that safeguarding people is more than a legal obligation — it is a moral responsibility and a cornerstone of sustainable success. Accordingly, our processes and procedures are designed not simply to comply with statutory requirements, but to actively promote a culture where safety is embedded in daily practice. This ensures that we consistently deliver a healthy, safe, and secure working environment for our employees, contractors, customers, and anyone else who may be impacted by our activities. By prioritising prevention, continuous improvement, and accountability, we aim to protect lives, build trust, and uphold the highest standards of professional responsibility.

Signed:  Dated: 02/06/20256
Name: Michael Walker
Position: Managing Director

A copy of our health and safety policy is available upon request.