



QUALITY ASSURANCE POLICY

For nearly 30 years, Oakdene Hollins has been delivering technical, economic and policy analysis in the areas of circular economy and sustainability for public and private sector clients. We exceed our clients' expectations through objective research, high quality evidence-based reporting and innovative solutions that allow our clients to drive the circular economy transition in their industry. Our objective is to provide these services while operating under a comprehensive, co-ordinated business management system which assures the quality of all services offered by the Company.

Our commitment to quality

We have been successfully implementing a Quality Management System since 2006. Our quality system is focused on providing added value to our clients through the following:

- Highly qualified staff with ethical standards and independence of thought.
- We ensure continual growth and success by systematically monitoring and reviewing our practices against parameters that align with our strategic direction.
- All staff play an active role in improving the practices which creates a culture of continuous growth and success in meeting our clients' needs.
- Communication to stakeholders to establish a transparent understanding of our practices
- Experts with decades of experience in the sustainability field with the capability and expertise to deliver results.
- Being proactive with data management, security, and anonymity.
- Providing training to our staff to continually improve their knowledge and increase their capability to provide dynamic insight for our clients.
- Consistent communication, as all clients are provided with a named individual as principal contact point for project delivery, and a named senior as an alternative.
- Practical implementation of outcomes and ability to provide ongoing support to meet long term objectives.
- Recording and monitoring customer feedback to allow for effective operation and continual improvement.
- We communicate best practice and efficiency improvements within our company and to associates and subcontractors.

We are committed to ensuring that our business management system is effective in achieving the quality standards our clients require. We ensure compliance with all applicable legislation and codes of practice through regular auditing of our processes. Our overall aims are to build enduring relationships based on trust and confidence, maintain our ISO 9001:2015 registration, and deliver projects with quality in full.

Signed:

David Fitzsimons, International Director
December 2023

David Fitzsimons has ultimate responsibility for ensuring that the quality system is adopted, used, improved, and understood by everyone at Oakdene Hollins.