



1

TO ENSURE THAT OUR PRODUCTS AND SERVICES SATISFY OUR CUSTOMERS' REQUIREMENTS

EMR aims to be the global leader in the provision of sustainable materials. We endeavour to do this by having the best people servicing our customers with dependable, real-world recycling solutions. Our core business is recycling large quantities of metals and other valuable commodities from a range of post-consumer, municipal and industrial sources.

EMR's Senior Leadership will demonstrate commitment to effective quality management and will ensure that all personnel are aware of the Company's quality aims and objectives through the delivery of ongoing training and internal communications.

Our Code of Conduct also details our guiding principles and behaviours, including our internal values; **WE CARE, WE DO**

WE CARE

- About our people
- About our customers
- About our workplace
- About our communities

Putting our **Code into Action** we strive to achieve our purpose by:

- Having the right people in place to deliver our vision, who believe EMR is a great place to work
- Working to understand our competitive landscape and build relationships with our customers
- Equipping every yard to manage their throughput and cost, as well as manage their logistics to have the best-in-class customer offer
- Providing a best-in-class customer journey for all of our customers
- Continually improving our processes to recover valuable products efficiently
- Ensuring that we meet applicable requirements, managed through our Integrated Management Systems (IMS) and CRM processes and working to continually improving our performance
- Investing in research and development and using cutting edge technology to keep up with the pace of change in our industry

WE DO

- Solutions not problems
- What we agreed
- The right long-term decisions without wasting time or money

Our success is measured by:

- How engaged our people are
- How satisfied our customers are
- How sustainable our products and services are
- The respect others have for the way we do business
- Continued sustainable and profitable growth

Christopher Sheppard
Group Chief Executive Officer