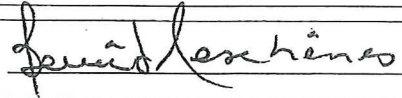




terrapure

**MG-04-02-02(EN) Quality Policy (ISO)**

OWNER : General Manager - VSC  
DATE ISSUED : November 13, 2006  
DATE REVISED : June 18, 2015  
REVISION N° : 2.1

Approved by: 

**Terrapure's** primary focus is the recovery and reuse of resources and products from wastes. Through our network of top-quality facilities and the integration of the most recent environmental technologies, the company offers a wide selection of products and services.

We work to the highest standards of safety and environmental controls and we use proven operational methods applied by highly skilled employees. With these valuable assets, Terrapure is able to provide excellent customer service and exceed customer expectations by providing products and flawless services.

- It is by straightening our relationships with our customers, treating them with respect and fulfilling our commitments that Newalta earns the trust of every customer.
- Management will establish and implement programs and will give employees the necessary training to ensure that policies and procedures are well understood and implemented.
- Every manager and every supervisor is responsible for ensuring compliance to our customer service policy, employee performance monitoring and ongoing guidance in the pursuit of corporate objectives.
- All employees and all company representatives must perform their tasks in such a manner that it enhances customer service.

This policy is posted for all employees to see and is available upon request.

The Review Committee of Terrapure's Quality System

Document type	LOCATION OF CONTROLLED COPIES		
	Original	Computerized copy	Other copies
Quality Policy	TO ADMINISTRATION ISO Coordinator	Réseau : K/Public/ISO /Procédures ISO /Manuel de gestion	<ul style="list-style-type: none"> <li>• At the safety officers' office;</li> <li>• In the Mercier room.</li> <li>• On the wall, in the hallway of the kilns control room;</li> <li>• On the wall, in the hallway of the refinery offices;</li> <li>• In the entrance hallway of the laboratory.</li> </ul>