

The Singleton Group (the "Group") which covers all the Singleton Birch family of companies and activities has developed the management system to facilitate our commitment to establishing and achieving objectives based on the needs of our relevant interested parties, the quality of our services and overall customer satisfaction, in line with the organisations strategic direction.

To assist in the implementation of this policy, Singleton Birch Limited maintains a Hazard Analysis Critical Control Point (HACCP) feed safety management system in compliance with FEMAS requirements.

The group has diverse activities:

Singleton Birch Lime	Manufacturing calcium oxide and calcium hydroxide from chalk
Birch Energy	Producing green energy from anaerobic digestion
Birch Solutions	Servicing plant and equipment, providing expertise in the Anaerobic Plant Sector
Birch Chemicals	Manufacturing, and distributing specialty chemicals globally
Birch Waste	Operation of non-hazardous, high sulphate and inert industrial wastes landfill.
Minsterport	Providing monitoring, servicing, and cleaning of silo storage for UK industry

The Group management team are committed to maintaining an infrastructure and culture that encourages and supports the quest for business excellence and continuous improvement. We achieve this by ensuring that quality is given equal weighting with all other business objectives, providing appropriate resources to maintain required quality standards, and maintaining a competent workforce who have the perception, capability, and desire to strive for business excellence.

The Chief Executive Officer (CEO) holds ultimate responsibility for quality within the Group and he has appointed a Head of Compliance to facilitate and monitor the operation of this policy. All employees are encouraged to communicate any opportunities they have identified for quality improvements to their line manager or to other Managers or Directors.

Our commitment to stakeholder satisfaction is particularly focused on customers throughout the supply chain, including internal customers, clients, and clients' customers. The Group has established and maintains a keen appreciation of the need to carefully manage the impact of our business on the day-to-day activities of customers and society in general. Consequently, Singleton Birch's company management system places particular emphasis on customer care.

Singleton Birch's system complies with ISO 9001 certificated by The British Standards Institute (certificate number FM21195).

Singleton Birch ensures that the Quality Policy is communicated and understood throughout the company and is available on request to interested parties.

We are committed to continuous improvement of the Quality Management System and compliance with customer and applicable statutory and regulatory requirements as well as national and international business standards.

This policy statement and all other quality documentation will be reviewed at least annually and revised as necessary. Revisions will be made in the light of new legislation, interested party feedback, changes in operating practices, specifications, and new technology.



Richard Stansfield
Chief Executive Officer

25th January 2023