

QUALITY POLICY

JBR Recovery is one of Europe's leading Silver recovery and refining companies, and at JBR we recognise the importance of meeting all customer requirements, both legislative and contractual whilst providing optimum value of service/products to our customers.

As such, the organisation orientates all business activities toward the aim of offering its customers an unrivalled quality of service.

To aid the progression towards this goal, the organisation has implemented a Management System which meets the requirements of BS EN ISO 9000:2000 standard.

The aim of the management system and its accreditation is to provide an ongoing system for structuring, monitoring and continuously improving the Organisation's activities whilst providing a means of rapidly identifying and rectifying system failures when they occur.

JBR Recovery also understands that the most important resource in any Management System is the people who operate and manage the systems within an organisation.

The JBR organisation therefore pledges to do all that is reasonably practicable to provide its employees with sufficient training, job security and personal development opportunities that may be necessary to generate and develop a 'constant improvement' ethos throughout the entire organisation.

The JBR Organisation firmly believes in and promotes the goals of the Recycling Services Group and our own organisational objectives, which are seen as the corner stone to Company development. We therefore, endeavor to achieve new and improved standards of excellence in an ever-maturing industrial sector, both at the corporate level and through a framework of quality objectives set out in our business systems' manual.

The specific objectives of JBR Recovery are the following:

- *To utilise all assets and resources at the Organisation's disposal to optimum effect, therefore efficiency monitoring, industrial benchmarking and key performance indicators will be recorded and reviewed at 6-monthly intervals with overall costs being reduced by 2% per year in real terms.*
- *As a minimum operating requirement - to comply with all aspects of legislation and commit to the provision of resources to maintain compliance for the operating life of the company.*
- *To continually improve all aspects of our operations and systems, and promote a continuous improvement ethos throughout the organisation at all levels of employment.*
- *To develop a 'learning organisation' where employees can thrive and envisage career development opportunities through training and/or appraisals. Investor in people awards will therefore be attained by end of 2006.*
- *To minimise the risks linked to the Organisation's activities through establishing robust and externally certified Environmental management systems which meet the requirements of ISO 14001 accreditation.*
- *To regularly review, at least annually, the Organisation's Quality Policy in line with considerations arising from any person, for example; Customers, Regulators & Legislation, General Public, Employees etc..*

In recognition of the importance of Quality, we have appointed a management representative who has responsibility for all matters pertaining to Business (Quality) Systems. It is the responsibility of all staff to work with the management representative to deliver the highest possible quality standards throughout the organisation.

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POSITION: **Operations Director** (*Director responsible for Quality, health, safety and the environment*)

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