

## Shields Environmental Quality Policy

Shields Environmental enables Whole Life Cycle Management for the Telecommunications sector. It optimizes the life cycle of the telecommunications network infrastructure equipment via re-use, and environmentally soundly recycles what cannot be re-used.

The Company's aim is to meet and where possible to exceed customer expectations by ensuring the most efficient and cost-effective methods are employed in the re-use, recovery and recycling of assets.

By these means the Company provides three distinct benefits for its clients. It unlocks maximum residual value from its clients' asset disposals, manages and minimizes associated risks and provides cost beneficial solutions in the provision of telecommunications equipment.

Shields policy is CUSTOMER SATISFACTION. This is achieved by fulfilling customer needs, cultivating customer satisfaction, and meeting market demands through our people, products and services.

Continuous improvement of our products and processes is achieved via customer inputs, internal quality audits, reducing defects, and maintaining our quality system by meeting or exceeding our quality objectives, which include:

- Improve Customer Satisfaction
- Consistently improve processes within the quality system
- Increase product reliability and reduce repairs
- Reduce supplier non-conformances

The management of Shields has made a commitment to provide high standards of Quality through a process of continuous improvement, in its products, processes and service to Customers.

This policy encompasses ALL aspects of our business, and is pursued by engaging all company members, management and staff, in a program of quality awareness and continuous improvement.

By delivering consistent quality products and services cost-effectively, on time, every time we ensure:

- The satisfaction of our customers,
- That we are profitable
- That we are competitive
- That we are efficient,
- That we continue to grow while balancing the needs of business and the environment

Ruben Peijnenborgh  
**Managing Director**  
**Shields Environmental Plc**

A handwritten signature in black ink, appearing to be "R. Peijnenborgh", written over a circular stamp or seal.

**March 2011**