

# Rural Generation Willow Production Quality Policy



Rural Generation Limited is engaged in the supply & delivery of quality woodchip for biomass boiler installations throughout Ireland. The company recognises, and is committed to, maintaining the highest quality standards whilst reducing the environmental impacts associated with the provision of its goods & services.

Rural Generation is committed to supplying wood chip which complies with EN 14961. All chip supplied by Rural Generation is guaranteed to be  $\leq 25\%$  moisture content and is graded to endure that chip size is  $\geq 8\text{mm}$  &  $\leq 45\text{mm}$ .

Wood Chip is sourced from Short Rotation Coppice Willow, which is a sustainable and renewable product. Energy used in the drying of the willow chip is generated using biomass heat.

All customers are provided with a copy of the Product Specification Sheet on first delivery, which details the specification above to which Rural Generation guarantee to supply to. Additionally, for each delivery to a customer, all weight dockets carry the same information

It is the policy of Rural Generation Limited to operate its company processes in accordance with the requirements of ISO9001: 2008 and ISO14001: 2004 for the benefit of its employees, customers and neighbours.

The company is committed to the concept of continual improvement and the prevention of pollution and will use the Integrated Management System as an improvement tool. Quality and environmental issues are viewed as core business values.

The objectives of the company are as follows:

- Ensuring that environmental impacts are minimised and controlled  
Our considerations will include spillage prevention, waste management, natural resource consumption and the introduction of energy efficiency practices where possible.
- Ensuring that compliance with all relevant legislation, standards and other requirements is achieved as a minimum
- Ensuring that the services provided meet and indeed exceed the expectations of our customers

The company will set and monitor specific improvement objectives to assist with the achievement of these overall objectives.

All employees are required to understand, implement and maintain the ethos of the company's policy statement.

This policy statement will be reviewed on an ongoing basis to ensure that it is continuing to reflect the requirements of the company.

Signed

**John Gilliland OBE**

Position:

**Chairman**

Date

**1<sup>st</sup> November 2009**