

Quality Policy

REMONDIS and its Subsidiaries provide Commercial, Domestic, Liquid, Industrial, Hazardous and Recyclable Waste Management, Collection, Waste Transportation and Facility Management Services, including the operation of Transfer Stations, Organics processing, Waste Water Treatment Plants and Landfill Sites.

REMONDIS is committed to providing customers and stakeholders with high quality dependable waste management and disposal services that conform with all statutory obligations, local and regional authority waste minimisation policies, industry codes of practice and customer requirements.

The REMONDIS Quality Management System is designed to:

- **Focus** on our customer needs, through listening, consulting and communicating.
- **Identify** risks and opportunities to better serve our customers.
- **Maintain** our Quality System to ISO 9001 standards.
- **Measure** our quality of service by evaluating customer feedback and conducting internal audits of our processes.
- Continually **develop** our Business Management Systems by reviewing achievements versus objectives and define suitable efficiency improvement programs.

Quality objectives and plans are established and reviewed for key activities, contracts or projects to provide a basis for analysis and continual process improvement. A member of the management team has the responsibility and authority to direct members of the staff in the setting of objectives and plans.

Team members report regularly to the REMONDIS Australia Board about the overall performance and efficiency of the Quality Management System.

At REMONDIS we recognise that it is people, who are at the forefront of our quality efforts, and they are crucial to meeting the deliverables that we strive to achieve. All staff and contractors, who work on REMONDIS' behalf for customers, are inducted into our quality policy and we will provide training to ensure that staff and contractors are competent to perform work affecting quality outcomes.

This policy will be reviewed by the management team as part of the business planning cycle to assess its suitability to the requirements of our customers and stakeholders.



Bjoern Becker
Managing Director / Chief Executive Officer

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