

## 1. *Application*

This policy applies to all services provided by Cleanaway Waste Management Ltd and all its subsidiaries (**Cleanaway**).

## 2. *Policy objectives*

Cleanaway is dedicated to increasing focus on customers and customer service in order to achieve stronger growth and make a sustainable future possible. The “Our Cleanaway Way” and “Our Five Pillar” strategic frameworks provides the direction from which Cleanaway determines quality objectives. Cleanaway achieves its quality objectives by maintaining a quality management system approach to manage and document our activities and services.

## 3. *Cleanaway commits to:*

- Implementing and maintain the required processes to ensure compliance with AS/NZS ISO 9001:2015;
- Determining and understanding the requirements and needs of our customers and other stakeholders;
- Focusing on customer expectations by providing quality products, responsive service, timely supply, and establishing positive supplier relationships;
- Taking a risk based and process approach to the planning and implementation of activities within the scope of the quality management system;
- Complying with all applicable laws, standards and customer requirements; and where requirements differ ensuring the highest standard is implemented;
- Providing and managing adequate resources, information, responsibilities and training programmes necessary to enhance our skills in the methods to satisfy customer requirements and to deliver services;
- Identifying and implementing corrective and preventative control measures to eliminate the cause of actual or potential non-conforming activities, products or services;
- Continuously improving quality management processes through monitoring, auditing, analysis and review;
- Communicating this policy to all our workers and interested stakeholders; and reporting on our quality performance openly and transparently; and
- Complying with the requirements of this policy and to reviewing it periodically to ensure continued relevance to our activities.

This policy will be reviewed annually, and updated as required.

**This policy was reviewed and approved by the CEO on 26<sup>th</sup> June 2018**

**Version control table**

Document description	Quality Policy
Document owner	Head of Health, Safety, Environment and Quality
Document approved by	Chief Executive Officer
Version number	4
Approval date	26 June 2018
Next review date	26 June 2019