 SYDNEY WASTE SERVICES	Quality Policy				POL-010-1.2
	Issue No:	1.1	Issue date:	13 September 2021	

Purpose & Scope

The purpose of this policy is to confirm Sydney Waste Services' commitment to meeting the quality standards expected by customers in the delivery of the services supplied.

Policy & Procedure

Sydney Waste Services is engaged in the business of Waste Collection services. This policy applies to all Sydney Waste Services' activities which can be affected by quality management.

The quality system is based on the requirements of ISO 9001.

Objectives

Sydney Waste Services' quality objectives are to:


- use the Quality Management System as a tool in achieving best practice outcomes across Sydney Waste Services;
- continually monitor and improve the level of our client's satisfaction with our performance
- continually monitor and improve our quality performance and the effectiveness of our Quality Management System (ISO 9001)
- Ensure continuous improvement.

Strategies

To implement this policy Sydney Waste Services shall focus on the needs of the business regarding consistently meeting the customer's requirements and statutory obligations. The quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.

Sydney Waste Services will adopt procedures and disciplines to ensure that:

- The system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training;
- We comply with all applicable legislation, codes and standards
- all quality related issues are effectively reported and addressed
- all employees have sufficient induction, training and to undertake their work safely and effectively
- a culture of cooperation and participation regarding quality issues is encouraged
- Responsibilities for quality are established by communicating these responsibilities clearly to all Sydney Waste Services employees;

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- The policy and procedures continue to be appropriate by initiating regular reviews to check its effectiveness and ongoing relevance. The company regularly review the needs and expectations of customers and initiate continuous improvement activities to meet these expectations.



Chief Executive Officer

Date: 13 September 2021