

# QUALITY POLICY

J. R. Richards & Sons is based at Tuncurry NSW with operations throughout New South Wales. The company has a long and proud history of providing waste collection, waste recovery, waste recycling and waste minimisation services through environmentally sound practices.

Our activities include:

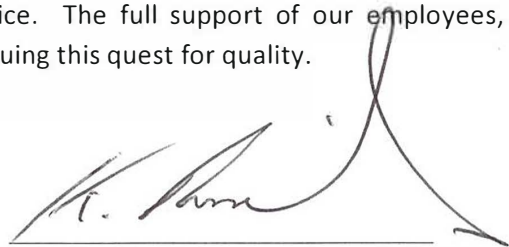
- Supply of Domestic Waste/Recycling/Organics Collection Services for Local Government Areas
- Supply of Commercial Waste and Recycling Collection Services for industry
- Supply of Specialised Mining Services and Total Waste Management Solutions
- Supply of Liquid Waste Collection Services and Treatment Facilities.

Our Quality Management System is based on the International quality management standard AS/NZS ISO 9001

Our management system provides a framework for addressing the following needs:

- Availability of information and resources necessary to support our operations
- Understanding the needs of our industry and our customers
- Selection and training of staff and subcontractors to maintain high standards
- Procurement of goods and services appropriate to our needs
- Continuous quality inspection practices
- Regulatory compliance and risk management
- Commitment to health and safety management
- Control of our own waste, and regard for our environment during all processes
- Monitoring our customers' level of satisfaction
- Ensuring that not only our immediate customers, but also our staff, the community and other stakeholders benefit from the quality of our work
- Setting and reviewing measurable business objectives
- Commitment to continuous improvement and suitability of our management system.

This statement is issued to indicate our attitude to customer relationships and our standards of service. The full support of our employees, suppliers and subcontractors is sought in actively pursuing this quest for quality.



Ken Richards  
Managing Director  
March 2018

