

Ipswich Waste Services BUSINESS MANAGEMENT SYSTEM POLICY

Our vision for Ipswich Waste Services is to be a leader in innovative and sustainable waste management solutions.

Our employees have a focus on customer service. We listen closely to what our customers ask for and endeavour to meet or exceed their requirements. As a team, we offer experience motivation and commitment in providing the best possible service for our clients. We are pleased to be of service and take pride in the quality of our work.

At Ipswich Waste Services, we are committed to complying with all relevant legislation including Workplace Health & Safety and Environmental requirements, industry guidelines, good established practices such as Australian standards and all other requirements placed upon Ipswich Waste Services or to which we subscribe.

We recognise that good environmental and workplace health & safety performance is critical to the success of our business. We are committed to establishing measurable objectives and targets to ensure continued improvement aimed at prevention of pollution and elimination of work-related injury and illness.

Risk management is seen as an integral part of good management practices - managing both the potential opportunities and threats to the Ipswich Waste Services business. Risk is inherent in all our business activities. All Ipswich Waste Services staff continuously manage risk through their daily work activities. We acknowledge that the adoption of a strategic and formal approach to risk management will improve decision-making, enhance outcomes, provide accountability and ensure compliance with the relevant laws and regulations. We are committed to incorporating risk management into our philosophy, activities, operations and planning processes.

To assure our customers of our resolve, Ipswich Waste Services has established, documented, implemented and maintained a business management system and continually seeks to improve its effectiveness in accordance with the requirements of the following standards:

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| a) Health & Safety Management Standards | AS/NZS 4801:2001 |
| b) Quality Management Standard | AS/NZS ISO 9001:2008 |
| c) Risk Management Standard | AS/NZS ISO 31000:2009 |
| d) Environmental Management Standard | ISO14001: 2004 |



Leading the way in innovative & sustainable waste management solutions