



CORPORATE POLICY NO 5.2 QUALITY

1.0 STATEMENT

The Southern Metropolitan Regional Council's vision is to lead the community in sustainable waste management through the provision of progressive solutions to resource recovery and greenhouse gas abatement.

The quality policy provides the framework for setting and reviewing objectives and targets, identifying measures required for the purchasing, planning, supply and delivery of products & services and maintaining a quality system.

2.0 SCOPE

The provision of general waste and green waste processing in the manufacture of compost and mulch, and recovery of resource materials, at the Southern Metropolitan Regional Council's Regional Resource Recovery Centre.

The policy will be communicated to all employees through new employee inductions and prominent public display in work areas. All employees will therefore be responsible for implementing the policy within all aspects of their work.

3.0 OBJECTIVE

The Southern Metropolitan Regional Council (SMRC) is committed to providing services for its community which:

- Satisfy our stakeholders, industry regulators and employee's needs and expectations by monitoring and measuring service and product performance;
- Identify opportunities for improvement in recycling and treatment of wastes;
- Encourage all employees, customers and contractors to integrate quality management into the culture of the workplace;
- Ensure the provision of resources are available to maintain a quality management system;
- Discourage the production of waste;
- Maximise opportunities for recycling and treatment of wastes;
- Minimise waste to landfill;

4.0 ROLES & RESPONSIBILITIES

4.1 Chief Executive Officer

- To lead employees in their understanding of, and compliance with, this policy and guidelines.
- To ensure the commitment made within this Policy is met and that the policy is communicated, implemented and reviewed.

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| Issued: August 2020 | Review Date: August 2022 | Title: CORPORATE POLICY NO 5.2 QUALITY | Version 3 |
| Prepared: MQC | Reviewed by: EMCS | Approved: CEO | Page 1 of 3 |
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CORPORATE POLICY NO 5.2 QUALITY

4.2 Line Managers/Supervisors

- Line managers and supervisors are responsible for implementing and training others in this policy and any other relevant policies and procedures supporting good quality management systems.
- To foster and secure commitment to this policy and the continuous improvement of quality management system throughout the organisation

4.3 Employees/Contractors

- All people working for or on behalf of Council are responsible for the implementation of this policy and any other relevant policies and procedures supporting good quality management systems.

5.0 CONTENT

MANAGEMENT

5.1 Principles

SMRC is committed to:

- Complying with all legislation, regulations and codes of practice relevant to the waste management industry;
- Contributing to the development of policies, legislation and regulations that affect the waste Industry;
- Ensuring quality of service and final product meet customer needs and expectations;
- Commitment to continuous improvement and the effectiveness of the quality management system.

5.2 Procedures

SMRC will meet these commitments by maintaining a quality management system that meets with ISO 9001 Standard requirements which includes (by no means exhausted):

- Develop and maintain a quality management system in line with SMRC's principles and to customer requirements through communication, research and development.
- Communicate throughout SMRC, the community and government the importance of improving quality products and service, meeting customer needs and all relevant statutory requirements.
- Monitor operations to conform to compliance and provide the benchmark for setting quality objectives and measurable targets

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CORPORATE POLICY NO 5.2 QUALITY

- Carry out regular quality audits undertaken by independent internal and external auditors
- Educating all employees, customers and contractors of their quality obligations through induction and training programs

6.0 REFERENCES & REVIEW

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|----------------------------------|--|---------------------|
| Statutory Compliance | <ul style="list-style-type: none"> ▪ Ministerial Statement #517 ▪ Department of Environment Regulation Waste Composting Facility (WCF) and Green Waste Processing Facility (GWPF) Licence L7799/2001 ▪ MRF State Administration Tribunal Conditions | |
| Organisational Compliance | <ul style="list-style-type: none"> ▪ Quality Management System (QMS) | |
| Approved by | Regional Council - 23 November 2017 Resolution No: 17.11.03 | |
| Next Revision Date | August 2022 | |
| Related Documents | <ul style="list-style-type: none"> ▪ ISO 9001:2008 ▪ ISO 9001:2015 ▪ All RRRC Operating Procedures | |
| Policy Administration | Responsible Officer | Review Cycle |
| Corporate | Chief Executive Officer | Biennial |
| Risk Rating | High | |
| Location of document | SMRC website – Key Documents\Policies SMRC website - Members Area Staff Intranet SMRC, 9 Aldous Place, Booragoon – Corporate Services RRRC, 350 Bannister Road, Canning Vale – Environmental Library | |

7.0 DOCUMENT CONTROL REGISTER

| Date | Review | No. | Author | Resp Officer | Council |
|------|----------|-----|--------|--------------|------------|
| 2015 | Original | 1 | ZP/TD | EMCS | 26/11/2015 |
| 2017 | Review | 2 | A/EMCS | EMCS | 23/11/2017 |
| 2020 | Review | 3 | MQC | EMCS | 27/08/2020 |

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