

## 1.0 STATEMENT

Resource Recovery Group's (RRG'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 Resource Recovery Group's Canning Vale Centre (CVC).

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

Resource Recovery Group (RRG) 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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#### **4.2 Line Managers/ Team Leaders**

- Line managers and Team Leaders 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 MANAGEMENT CONTENT**

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#### **5.1 Principles**

RRG 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**

RRG 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 RRG's principles and to customer requirements through communication, research and development.
- Communicate throughout RRG, 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
- 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

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## 6.0 REFERENCES & REVIEW

<b>Statutory Compliance</b>	<ul style="list-style-type: none"> <li>▪ Ministerial Statement #517</li> <li>▪ Department of Water and Environment Regulation FOGO Processing Facility (FPF) and Green Waste Processing Facility (GWPF) Licence L7799/2001</li> <li>▪ DWER Material Recovery Facility (MRF) Licence L9238</li> <li>▪ MRF State Administration Tribunal Conditions</li> </ul>	
<b>Organisational Compliance</b>	<ul style="list-style-type: none"> <li>▪ Quality Management System (QMS)</li> </ul>	
<b>Approved by</b>	Regional Council	
<b>Next Revision Date</b>	August 2026	
<b>Related Documents</b>	<ul style="list-style-type: none"> <li>▪ ISO 9001:2008</li> <li>▪ ISO 9001:2015</li> <li>▪ All RRG CVC Operating Procedures</li> </ul>	
<b>Policy Administration</b>	<b>Responsible Officer</b>	<b>Review Cycle</b>
Corporate	Chief Executive Officer	Biennial
<b>Risk Rating</b>	High	
<b>Location of document</b>	RRG website – Key Documents\Policies RRG website - Members Area Staff Intranet RRG, 9 Aldous Place, Booragoon – Corporate Services CVC, 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
2022	Review	4	MQE	EMCS	25/08/2022
2024	Review	5	MQE	CEO	22/08/2024

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