

# Business Management Policy

## *Business Management Statement*

*J.J. Richards & Sons Pty Ltd (incorporating J.J. Richards Engineering Pty Ltd, Regwaste Australia, EnviroCom Australia and J.J. Richards Northend Pty Ltd) aims to conduct business in a manner which protects the health, safety and well being of all persons who interact with our business activities; protect the environment; manage identified business risks; promote excellence in customer service; and embrace the philosophy of continuous improvement throughout our operations.*

## *Business Management Goals*

- Provide quality waste management services and **achieve excellence in customer service**;
- **Maintain a robust Integrated Management System (IMS)** managing quality, safety and environment standards in line with Australian Standards - including the setting of performance objectives and regular measurement of improvement as part of the Company's continuous improvement program;
- **Provide suitable resources** for personnel at all levels to fulfil their responsibilities as set forth under this policy and the IMS;
- **Provide a safe, fair and equitable work environment**;
- **Use a risk management approach to determine the risks** associated with our business activities and to exercise the appropriate control over those risks;
- **Involve and consult with all employees** and contractors on health, safety, quality and environmental matters, including provision of education and training services to enable them to undertake their tasks/business without compromising obligations and standards;
- Require staff, contractors and visitors to **comply with the spirit and intent of the IMS, relevant legislation and statutory requirements** as a minimum requirement;
- Require **reporting** of all injuries and known incidents, property damage, environmental harm and quality systems non-conformances.
- J.J. Richards will foster an awareness of **shared responsibility and accountability** for our service provision and business goals.

  
J.J. Richards  
Director

  
P.B. Richards  
Director

  
J.M. Parsons  
Director  
**J.J. Richards**  
& Sons Pty Ltd