

## Quality Policy

Waste Management NZ Limited and its subsidiaries (“WM”), has adopted an integrated approach to documentation and management of the Quality, Safety and Environmental aspects of our activities, products, services and operations. Our system provides the platform and integrated framework for the management of quality within the business.

As part of our quality management processes, we are committed to:

- a) Implementing and maintaining the required processes to ensure compliance with [AS/NZS ISO 9001](#), [AS/NZS ISO 14001](#) and [ISO 45001](#).
- b) Determining and understanding the requirements and needs of our customers and other stakeholders.
- c) Focusing on customer expectations by providing quality products, responsive service, timely supply, and establishing positive supplier relationships.
- d) Complying with all applicable laws, standards and customer requirements; and where requirements differ ensuring the highest standard is implemented.
- e) Providing and managing adequate resources, information, responsibilities and training programs necessary to enhance our skills in the selection of equipment, materials and methods to satisfy customer requirements and to deliver on quality objectives.
- f) Identifying and implementing corrective and preventative control measures to eliminate the cause of actual or potential non-conforming activities, products or services.
- g) Continuously improving quality management processes through monitoring, auditing, analysis and review.
- h) Communicating this Policy to all our workers and interested stakeholders; and reporting on our quality performance openly and transparently.
- i) Complying with the requirements of this Policy and to reviewing it periodically to ensure continued relevance to our activities.

This Policy will be reviewed annually.



Approved by the Managing Director

Date: 03 October 2023