

Quality Policy

POLICY STATEMENT

Bingo Industries Limited (from here on referred to as Bingo) was established to provide waste collection and resource recovery services for building and demolition waste and bulky household clean up items for the construction and demolition industry and householders. Bingo Industries has expanded to now offer waste and recycling collection services to the commercial and industrial sector.

Quality is important to our business because it can help determine our success through customer loyalty and a strong brand reputation.

Bingo Industries is committed to achieving agreed measured standards of service and of workplace health, safety and environmental performance that set a benchmark for the industry.

We will strive to exceed our customers' expectations in the conduct of our business activities and by maintaining a healthy and safe environment for workers, customers and the community. We are committed to continuous improvement through the implementation and maintenance of an integrated quality management system.

AIMS AND OBJECTIVES

To fulfil these commitments, Bingo Industries will –

- Maintain a system of quality management as a framework for measuring and improving performance and to set objectives
- Seek continuous improvement in the quality of our services, products, safety, health and environmental performance through a consultative approach involving customers, workers and suppliers and through ongoing monitoring, auditing and reviewing of our management system
- Maintain a high level of customer and stakeholder satisfaction through effective communication and delivery of quality products and services with fit for purpose service, safety and environmental specifications that meet expectations
- Gather and monitor customer feedback, set standards for our suppliers and monitor their performance against set criteria
- Develop and maintain procedures, work instructions and plans and develop our employees to achieve high levels of customer service, quality products and services and provide systems of work which minimise the risk of injury to people and damage to property and the environment
- Provide our customers with fit for purpose products and services to meet their needs within agreed standards

SCOPE

This policy applies to all employees of Bingo Industries, and of its subsidiaries and associate companies (together referred to in this policy as Bingo) including –

- Permanent full-time and part-time employees
- Employees on a fixed term or fixed task contract
- Casual employees
- Temporary employees

And all individual contractors and employees of incorporated contractors engaged by Bingo (together referred to in this policy as employees).

This policy is not contractual and does not give you enforceable rights.

RESPONSIBILITIES

All Bingo Industries workers are accountable for customer service and product standards and for health, safety and environmental performance in their area of responsibility.

Workers are expected to use their job skills and knowledge to enhance service and product quality, improve safety and protect the environment. Workers shall follow agreed work practices; observe company safety rules, report service failures, workplace hazards and incidents to their supervisors and proactively pursue continuous improvement in all areas of the business.

IMPLEMENTATION AND REVIEW

In fulfilling these objectives, management is committed to regular consultation with workers to ensure the Policy operates effectively and that appropriate Workplace Health and Safety issues are regularly reviewed. This Policy is reviewed every 2 years by the SEQ and Executive Committee and revised as required.