

The Austrans Group (QLD) was established in 2007 to provide a total waste management solution to businesses across various industries.

We are committed to providing all our clients with products and services which meet and exceed their expectations.

Our commitment is achieved through:

- Consistently satisfying the requirements of every internal and external customer.
- Measuring and monitoring our processes against targets as part of the continual improvements of products, processes, and services to our customers.
- Complying fully with any applicable standards, State and Federal legislation.
- Maintaining an Integrated Management System (ISO9001:2015, ISO 14001:2015, ISO 45001:2018).
- Connecting and exchanging of information and opportunities with our customers and suppliers to further improve products and processes.
- Establishing and maintaining a high level of quality awareness at all levels of the organisation and encouraging individual employee initiative in improving quality and standard.
- Responding constructively to all customer service queries and ensure that appropriate and lasting remedial action is undertaken to correct any corrective actions.
- Setting a framework for establishing quality objectives.
- Continually reviewing system and process for suitability and relevance.

The Management of The Austrans Group (QLD) are committed to the implementation and maintenance of the quality management system and, in turn, expects every employee to contribute and support it.

All employees of the company are aware of these quality objectives and strive to meet them. All employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of the company.

This policy is posted on the Company Notice Board and can also be found in the staff onboarding process.

Employees within the Austrans Group (QLD) are provided the opportunity to provide feedback on all issues to ensure that the quality policy and system remain current, relevant and sustainable.


The Austrans Group (QLD) has a commitment to setting objectives and targets.

This process involves employees from the relevant functional areas. These employees are well positioned to help establish, plan for, and achieve these targets. The involvement of people helps to build commitment and demonstrates positive leadership within The Austrans Group (QLD) and continue to deliver services that are of a high-quality standard.

## Approved by:

Name: Peter McLennan

Position: General Manager

Sign: 

Date: 01/06/2023