

## Business Systems

*The JJ's Group\* is committed to the provision of high-quality goods and services in a consistently predictable and reliable manner. Our leadership team is committed to the continual improvement of best practice systems to manage our business.*

### **Our goals are:**

- Provide unparalleled quality and performance in all facets of our business;
- Ensure that customer service and operations are consistently above customer expectations.

### **Our goal will be achieved by:**

- Setting and evaluating measurable performance objectives and targets.
- Considering compliance with relevant legislative obligations and requirements as the minimum standard.
- Utilising a risk-based approach to seek best practice performance solutions that are practical, effective and regularly evaluated for the management and reduction of business risks.
- Continual development and improvement of systems to meet changing business needs.
- Defining and communicating roles and responsibilities for performance.
- Recruiting and training personnel to effectively monitor and manage systems.
- Implementing mechanisms to report on and respond to the performance of business systems.
- Prioritising the consultation and participation of all employees.
- Exploring all opportunities for improvement raised by our employees.
- Holding all employees accountable for systems compliance and improvement.
- Identifying, exploring and implementing new innovative ways of doing things.

The JJ's Group has a dynamic approach to systems management, and we encourage all employees' input to the evolution of our company systems and procedures.

Our commitment will be demonstrated through the implementation and continual improvement of this policy and our business systems, measured against the established objectives and targets.

A handwritten signature in black ink, appearing to read 'J.J. Richards'.

J.J. Richards - Director

A handwritten signature in black ink, appearing to read 'P.B. Richards'.

P.B. Richards - Director

A handwritten signature in black ink, appearing to read 'J.M. Parsons'.

J.M. Parsons - Director

*\*The JJ's Group: J.J. Richards & Sons Pty Ltd t/as JJ's Waste & Recycling, JJR Engineering Pty Ltd, JJ's Health & Hygiene, EnviroCom Australia, JJ's Northend, Steel Fabrications Australia Pty Ltd, Aztech Services Australia, J.J. Richards & Sons NZ Pty Ltd t/as JJ's Waste & Recycling and JJ's Waste and Recycling LLC.*