

## Quality Policy

ANZRP is an industry-for-industry, non-profit organisation that exists solely to provide product stewardship services to our members. As a product stewardship service provider, we aim to offer local communities and businesses throughout Australia an easy way to dispose of and responsibly recycle their unwanted end of life products.

We strive to consistently meet member expectations for quality, value and overall experience. It is our intention to build lasting relationships with our members as well as with their customers. In order to facilitate customer satisfaction, we will implement effective processes for our members to provide feedback on our services. From this, we will evaluate and seek to continually improve our services. Certification to the ISO 9001:2015 Quality management systems standard provides the foundation of our commitment to quality.

We will facilitate transparency in reporting by openly communicating our performance and challenges we face to our employees, members, service providers and other interested stakeholders. We also maintain a commitment to meeting or exceeding all applicable regulatory, government and voluntary requirements by which we are bound or to which we subscribe.

It is important to the success of our quality management system and vision for continual improvement that all employees are aware of their role and responsibilities in providing our members with quality service as well as sustaining ANZRP's quality management system and policy.

**Warren Overton**  
Chief Executive Officer  
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