

**Australasia's Leading Mercury Recycler**

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## Quality Policy

CMA Ecocycle are committed to meeting our customers' requirements, applicable regulatory and legislative requirements and to the continual improvement of our management system.

This quality policy provides a framework for the setting and review of objectives.

**Customer focus:** CMA Ecocycle have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

**Leadership:** Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Engagement of people:** CMA Ecocycle recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

**Process approach:** As an organization we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement:** We are committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.

**Evidence-based decision making:** As an organization we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

**Relationship management:** CMA Ecocycle recognises that an organization and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

This policy statement is available to all interested parties and will be subject to regular reviews.

Approved by:

Doug Rowe  
Managing Director

A handwritten signature in black ink, appearing to read "D. Rowe".

5 May 2016