Quality Policy

Introduction

Norstar Recycling Pty Ltd operates in the field of in recycling of scrap metals from industrial, commercial and domestic customers.

Norstar Recycling Pty Ltd has introduced our Quality Management System (QMS) providing a systematic and documented approach to the planning and implementation of quality procedures to ensure that our work practices, employees' awareness and training meet Australian legislation, standards, industry codes and customer expectations commensurate with our operations.

Commitment and Objectives

Norstar Recycling Pty Ltd commitment and objectives are to ensure:

- Satisfy all applicable quality requirements
- The establishment, implementation and maintenance of the criteria and methods required for the effective operation and control of our quality processes
- The documentation of procedures and training is provided for our quality methods of work
- Support and assistance is provided to our employees
- Our suppliers and subcontractors conform to our quality requirements
- The maintenance of the integrity of our QMS when changes are planned or implemented
- The continuous monitoring of and improvement to our QMS systems and performance and the elimination of non-conformances through predetermined and auditable objectives and targets
- A customer focus to achieve customer requirements and where possible are enhanced
- Compliance with ISO 9001 Quality Management Systems.
- Continual improvement of the quality management system

Responsibilities and Accountabilities of Management & Employees

Norstar Recycling Pty Ltd Management is responsible and accountable for:

- The active involvement in the development, promotion and implementation of this Quality Policy and our QMS procedures
- Ensuring our employees are trained in the quality performance of their assigned tasks
- The provision of resources to meet our quality commitment

Norstar Recycling Pty Ltd employees are responsible and accountable for:

- Their personal commitment to our quality procedures
- The implementation of our Quality Policy and QMS procedures
- Proactively responding to and reporting quality non-conformances.

Consultation and Communication

Norstar Recycling Pty Ltd provides open consultation and communication between our management and employees.

This Quality Policy is communicated to all employees via our office and site inductions and notice boards, it is available to all interested parties and is communicated to our suppliers and subcontractors through our procurement process and site management procedures.

Review

This Quality Policy and QMS procedures will be reviewed annually for suitability, adequacy and effectiveness and when required by changes in legislation, standards, industry codes or company operations.

Signed: Date: 22/02/2023 Last Reviewed 22/02/2025

Paul Sailah
Managing Director – Norstar Recycling Pty Ltd