



TRANSPARENCY + INNOVATION + INTEGRITY

## Document Management System

## Global CtL Quality Policy Statement

CtL is focused on cost effective and environmentally responsible resource recovery in partnership with our expanding client base.

We develop and deliver resource recovery processes and services to achieve a zero waste to landfill outcome and a level of service quality that exceeds our clients' expectations and sets the standard in the marketplace for innovation and environmental awareness.

Our Company is committed to achieving excellence in business with a strategy focused on its financial, environmental and social responsibilities.

We will maintain and continuously improve a management system consistent with the requirements of the International Standards for Quality Management Systems: ISO 9001.

We are focused on delivering high quality and innovative services to customers based on:

- Expanding our collection programs and achieving double digit volume growth of product collected and/or processed;
- Resource recovery from collected products transformed into saleable product components to secondary industrial users or for our own product manufacturing such as Enviroliner™ and MTP products including TonerPave and TonerSeal;
- Research and development of problem output streams to achieve innovative solutions for product use.

Our Management System is focused on providing a forum for ideas and innovation and continuous improvement. This is achieved by adhering to the following principles:

- **Customer focus** – the success of our business is dependent on our customers. We will understand their current and future needs by regular face to face meetings and customer satisfaction surveys.
- **Leadership** – our leaders will establish unity of purpose and direction within CtL through direct communication with our people and through employee development programs and management leadership and development programs.
- **Continual improvement** – we will continually strive to improve our processes, products and services with employee development and training and the implementation of lean manufacturing partners.

**Legal obligations** – we will ensure continuing compliance with all applicable legislative requirements via dialogue and cooperation with statutory bodies such as WorkSafe (Australia), the Commonwealth of Kentucky (US) and the EPA (Australia and the US).



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CtL is open to independent audits of its processes and key principles of its environmental brand statement 'Zero waste to Landfill'. Our dynamic team approach and innovative solutions underpin our commitment to zero waste to landfill.

We contribute to sustaining the planet and to an improved quality of life for future generations.

Rob Parry-Jones  
CEO