

Quality

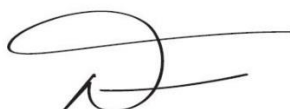
SUEZ provides waste, resource recovery and water management solutions across Australia and New Zealand that maintain, optimise and secure the resources essential to our future.

Quality of products and services is a core operating value at SUEZ. SUEZ is committed to meeting the expectations of our stakeholders including our customers, our people, our clients, our shareholders, local communities and regulators at all times. To achieve this, we are committed to:

- Working closely with our customers to respond to their changing needs and ensuring that their requirements and expectations are integrated into our management system
- Delivering cost effective products and services that occur on time, in a safe and responsible way and that meet environmental and sustainable outcomes
- Fostering a culture of continuous improvement and customer focus
- Identifying and complying with relevant legislation, certification and meeting industry standards
- Establishing and reviewing quality objectives and targets that drives improvement in customer satisfaction and overall quality of our products and services
- Adopting best practice processes and services to our stakeholders, adding value to the supply chain and offering total service solutions to our customers
- Implementing robust monitoring programs to provide product and service quality assurance
- Providing adequate resources, training and information to our workers to effectively implement this policy.

SUEZ has widely adopted, and continues to introduce audited quality systems across our operations. We seek to continually improve the effectiveness of our Quality Management System.

Excellence in producing and delivering quality products and services is achieved by the active participation and co-operation of everyone at SUEZ.



Mark Venhoek
Chief Executive Officer