VANZ

Quality Policy

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Veolia Australia and New Zealand (Veolia) is a leading environmental solutions organisation delivering Ecological Transformation outcomes. Veolia has capabilities across water and wastewater treatment, energy management, waste and resource recovery services including, large scale energy from waste facilities, industrial cleaning and facilities maintenance services.

Our goal is Ecological Transformation through the provision of comprehensive, high-value-added solutions that balance growth and environmental protection, solutions that manage water sustainably, turn waste into a resource, and develop cleaner, more efficient energy systems.

Veolia's business strategy is guided by five elements: our business, our customers, our people, our environment and our community. These elements shape all aspects of Veolia's future performance, and our corporate policies and practices are linked to delivering excellence in one or many of them.

Veolia is committed to:

- Implementing, maintaining and continually improving the effectiveness of our integrated business management systems that meet ISO 9001 quality systems requirements, thereby ensuring the quality of our activities, products and services;
- Establishing and reviewing quality objectives for our activities, products and services that are measurable and consistent with the requirements of our clients;
- Meeting quality standards required by our clients and customers while complying with applicable contractual, legal and other requirements;
- Ensuring all employees are suitably qualified, trained, competent and experienced to carry out their roles in a professional manner, and in accordance with industry standards;
- Applying a rigorous risk based management approach to the identification and control of activities affecting the products and services we provide;
- Continuously apply innovation, best practice and sustainable solutions in our activities, products and services;
- Endeavouring to ensure that our policies, objectives and achievements are communicated to all persons working for and on behalf of our business.

All managers, employees, contractors and visitors are responsible for being aware of, and complying with this policy.