



TRANSPARENCY + INNOVATION + INTEGRITY

Document Management System

Global CtL Management Policy Statement

It is the policy of Close the Loop (CtL) to develop and deliver resource recovery services at a level of quality that exceeds our clients' expectations and sets the standard in the marketplace in terms of innovation and environmental awareness. CtL is committed to achieving excellence in business with a strategy focused on its financial, environment and social responsibilities. To achieve our business objectives, we will maintain a management system consistent with the requirements of the International Standards for Quality Management Systems: ISO 9001, Environmental Management Systems: ISO 14001, Responsible Recycling 'R2', Occupational Health and Safety Management System OHSAS 18001 and AS/NZS 4801 (AUS only).

CtL's Management System ensures that quality, environmental and occupational health and safety (OH&S) factors are understood, controlled and continuously improved with respect to our business activities:

We will demonstrate the value and practicality of recovering resources within collected products and seek to engage business partners with similar aspirations. Our Management System is implemented and maintained by combining the leadership of management, the participation of all employees and the use of appropriate technology.

We will manage the Company in accordance with the following principles:

- **Leadership** – our leaders will establish unity of purpose and direction within CtL and create an environment in which our people are directly responsible for achieving the Company's objectives.
- **Diversity** – we recognise that diversity adds value to the organisation and actively encourage all employees to use their knowledge, skills and abilities.
- **Process approach** – we will identify and understand processes at CtL recognising that our business is a system of interrelated processes that must be improved to optimise their effectiveness and efficiency.
- **Mutually beneficial relationships** – we will establish mutually beneficial relationships with those key stakeholders who demonstrate a commitment to meeting our needs as their partners.
- **Factual approach to decision making** – decisions will be made after considering valid data and information.
- **Performance management and reporting** – we will measure performance on a timely basis, report regularly on divergences from stated policies and procedures
- **Environmental elements** – our Management System will include objectives aimed at avoiding adverse impacts to the environment and the communities in which we do business.



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- **OH&S** – we will provide a safe and healthy working environment for our employees by identifying occupational hazards and consistent with the assessed risk, implement controls to protect workers against injury and illness caused by these hazards.

Rob Parry-Jones
CEO