

Moconna Pty Ltd

ACN 005 579 233

Quality Policy Statement

Moconna Pty Ltd of 325 Raglan Street, Sale specialises in total industrial, commercial, medical and hygiene waste management services.

Moconna was established as a local, family-owned company in 1978 and we have built our business on a reputation for personal service. We aim to provide each of our customers with products and services that consistently exceed contract and statutory requirements.

We are committed to complying with requirements and continually improving the effectiveness of our Management System.

In order to achieve this objective, we established a Quality Management System based on the ISO 9002:1994 Quality System Standard. In 2002 we upgraded the Quality Management System to the AS/NZS ISO 9001:2000 Quality System Standard.

For complete Quality Assurance, our Quality Management System is updated and certified to *AS/NZS ISO 9001:2008* by *BSI*.

Our Quality Management System ensures that

- A framework exists for establishing and reviewing quality objectives
- The needs of our customers are identified and consistently met.
- Our company management allocates adequate resources to ensure that quality remains at the core of our business.
- Our company policies are communicated and understood within the organization
- All company policies are appropriate to the purpose of the organization

Our Quality Manual defines how the Quality Management System meets these requirements.

Our Quality Manual defines how the Quality Management System is reviewed for continuing suitability

Everyone in our company is committed to maintaining and improving our quality standards and is involved in our planning for meeting quality objectives.

We welcome any comments and suggestions that could assist us in this quest.

Authorised

Glen Stephenson

Glen Stephenson - Managing Director

Last Review Date 01/09/2015

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Occupational Health and Safety Policy Statement

Obligations

MOCONNA PTY LTD recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, visitors, and the local community.

Application of this Policy

This policy is applicable to all operations and functions under the control of MOCONNA PTY LTD including situations where employees are required to work off site and with other contractors.

Objectives

Operations under the control of MOCONNA PTY LTD will:

- Provide safe plant and working environment
- Provide written procedures and instructions to ensure a safe working environment
- Ensure compliance with legislative requirements and current industry standards
- Provide information, instruction, training and supervision to employees and contractors to ensure their safety
- Provide support and assistance to employees.

Responsibilities

Management is responsible for:

- The provision and maintenance of a safe working environment
- Involving employee's in the development and implementation of health and safety polices and procedures
- The training of employees in the safe performance of their assigned tasks
- The provision of resources necessary to meet health and safety requirements

Employees and Contractors are responsible for:

- Following all health and safety policies and procedures, including wearing and maintaining of provided safety equipment
- Reporting all known or observed hazards to Management

Consultation

MOCONNA PTY LTD is committed to consultation and cooperation between management and employees and will formally involve all employees in all workplace activities that will affect the health and safety of its employees.

Authorised

Glen Stephenson

Glen Stephenson - Managing Director

Last Review Date 01/09/2015

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Drug and Alcohol Policy Statement

Application of this Policy

This policy is based on the principle that people affected by alcohol and/or drugs or medication may be a safety hazard and pose an unacceptable risk to themselves and others.

This policy is applicable to all operations and functions under the control of MOCONNA PTY LTD.

Objectives

As part of its commitment to occupational health and safety, MOCONNA PTY LTD wishes to maintain a drug and alcohol free workplace.

MOCONNA PTY LTD expects that no employee will attend work under the influence of alcohol and/or drugs, and that all employees will advise management when prescribed with medication that may affect their ability to carry out their job safely.

Responsibilities

Management is responsible for:

- The provision and maintenance of a safe working environment
- Developing a procedure that is agreed to by staff, for removing an employee or contractor that appears to be affected by drugs or alcohol from a hazardous situation.
- Developing a procedure that is agreed to by staff, for treatment of employees or contractors in breach of this policy including rehabilitation, discipline, and termination requirements.
- Ensuring that employees with drug or alcohol problems will not be disadvantaged in terms of seniority or promotion opportunities, provided that they comply with the treatment program.

Employees and Contractors:

- Are expected to attend work with a blood alcohol level of 0.00.
- Shall not attend work under the influence of an illegal drug.
- That are required to take medication during working hours must notify management if the medication may cause drowsiness or affect them in operating plant and equipment.
- Shall not be in possession of alcohol or illegal drugs in the workplace (This does not apply to sealed alcohol in the boot of the employee's or contractors motor vehicle.).

Consultation

MOCONNA PTY LTD will formally involve all employees in its management of a drug and alcohol free workplace, is committed to taking all practicable steps in assisting any employee with a drug or alcohol problem.

Authorised *Glen Stephenson*
Glen Stephenson - Managing Director

Last Review Date 01/09/2015

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Environmental Policy Statement

Commitment

MOCONNA PTY LTD is committed to the implementation of environmental management systems to ensure that it maintains and potentially improves its environmental performance.

Legal and other requirements

MOCONNA PTY LTD is committed to compliance with applicable laws, industry codes of practice, agreements with public authorities, and applicable non-regulatory guidelines.

Application of this Policy

This policy is applicable to all operations and functions under the control of MOCONNA PTY LTD including situations where employees are required to work off site and with other contractors.

Objectives

Our environment management systems will be incorporated into our existing Quality Management System and will ensure that:

- A framework exists for establishing and reviewing environmental objectives
- Our company management allocates adequate resources to ensure that environmental objectives can be achieved.
- Our environmental policy is communicated and understood within the organization
- Our environmental policy is appropriate to the purpose of the organization
- Our systems are capable of adapting to changing circumstances
- The organization is able to examine past and existing environmental management practices
- Systems exist for planning, performance reporting, identifying environmental impacts and environmental record keeping.

Responsibilities

Everyone within the organization is responsible for maintaining and improving our environmental practices and may be involved in planning for meeting our environmental objectives.

Authorised

Glen Stephenson

Glen Stephenson - Managing Director

Last Review Date 01/09/2015

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Work Place Bullying and Harassment Policy

Commitment

MOCONNA PTY LTD considers workplace bullying or harassment unacceptable and will not tolerate it under any circumstances.

Legal and other requirements

MOCONNA PTY LTD is committed to compliance with applicable laws, industry codes of practice, agreements with public authorities, and applicable non-regulatory guidelines.

Definition

Workplace bullying and harassment can be defined as repeated less favourable treatment of a person or persons by another or others in the workplace.

The following is only a small example of behaviour that is considered bullying or harassment:

- Behaviour aimed to demean, intimidate, or humiliate
- Unwelcomed or unreasonable behaviour that causes an uncomfortable, offensive, hostile or stressed environment
- Misuse of assumed power
- Continual unjustified comments about an employee or their work
- Intrusions into an employees personal life

Application of this Policy

This policy is applicable to all operations and functions under the control of MOCONNA PTY LTD including situations where employees are required to work off site and with other contractors.

Moconna Pty Ltd believes that every employee is entitled to work in an environment free from bullying and harassment.

Workplace bullying and harassment may increase employee absenteeism, cause loss of production, reduced morale or loss of skilled and talented employees.

Disciplinary action will be taken against any employee who bullies or harasses another employee.

This action may involve a warning, counselling or instant dismissal, depending on the circumstances related to the instance.

Responsibilities

All employees (including management) are to ensure that other employees are not bullied or harassed.

We encourage all employees to report workplace bullying or harassment and will ensure that employees who make complaints, or witnesses reported instances are not victimised.

Authorised

Glen Stephenson

Glen Stephenson - Managing Director

Last Review Date 01/09/2015

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Credit Returns Policy

Commitment

MOCONNA PTY LTD will always endeavour to source quality, reliable products to sell to our Customers.

Policy

This policy has been developed to provide a structure for guidance in the event that any product that we sell does not conform to specified requirements.

We do not provide refunds if a Customer has simply changed their mind or made a bad decision.

We may grant a credit or replacement were there has been a real genuine error in ordering. In such instances however, the Customer will incur all freight costs.

Any products supplied by us that are damaged prior to receipt by our customer can be returned for a full credit or replacement within 30 days of receipt.

Any products supplied by us that do not meet the specified requirements can be returned for a full credit or replacement within 30 days of receipt.

Any products supplied by us that break or fail under normal operation can be returned for a full credit or replacement within 30 days of receipt. After that time the manufacturers warranty policy will be applied.

Application of this Policy

Products may only be returned for replacement or credit in the following manner:

- The Customer must first contact our office and provide us with all the necessary information regarding the non-conforming product.
- We will then arrange for our designated transport company to pick up the designated products from the Customers premises unless the Customer is paying for freight.
- If replacement products have been requested, these replacement products will be delivered using our normal delivery systems.
- Refunds will be provided by crediting the Customers account. Other credit arrangements may be arranged by discussing the matter with our Management.

This Policy does not affect Customers existing statutory rights.

Authorised

Glen Stephenson

Glen Stephenson - Managing Director

Last Review Date 01/09/2015

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Privacy Policy

Commitment

MOCONNA PTY LTD is committed to compliance with the privacy laws that protect the privacy of personal information that MOCONNA PTY LTD holds on Customers and other individuals with whom we deal.

MOCONNA PTY LTD respects the privacy of our Customer, the privacy of our business contacts and the privacy of our Employees.

Policy

MOCONNA PTY LTD is bound by the National Privacy Principles (NPPs) contained in the Privacy Act 1998 that governs the way organisations handle personal information.

MOCONNA PTY LTD will only collect personal information that is necessary for the provision of services to its Customers or is necessary for one or more of its functions or activities.

MOCONNA PTY LTD will not collect sensitive information without an individual's consent or in compliance with the National Privacy Principles.

MOCONNA PTY LTD will only collect personal information by lawful and fair means and not in an unreasonably intrusive way.

MOCONNA PTY LTD will, if it is reasonable and practical, only collect personal information about an individual from that individual

When MOCONNA PTY LTD collects personal information; it will take reasonable steps to ensure that the individual is aware of:

- The collection of the information and their access rights
- The purpose for which the information was collected
- Other organisations to which the information may be disclosed
- Any law that requires the particular information to be collected
- Any consequences for the individual if all or part of the information is not provided
- And the companies' identification and how to contact it.

MOCONNA PTY LTD will not disclose personal information about an individual for any other purpose other than the primary purpose of collection without the consent of the individual or in compliance with the National Privacy Principles.

MOCONNA PTY LTD will take reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, up to date and complete.

MOCONNA PTY LTD will take reasonable steps to protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure. To this aim it will document procedures for the collection, use, disclosure and protection of personal information it collects and holds.

Application of this Policy

This policy is applicable to all operations and functions under the control of MOCONNA PTY LTD including situations where employees are required to work off site and with other contractors.

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Glen Stephenson

Glen Stephenson - Managing Director

Last Review Date 01/09/2015

