

# Quality Policy

## August 2009



**AUCKLAND DRUM**  
Sustainability Services

Auckland Drum Sustainability Services is committed to providing reconditioning and remanufacturing services that extend the life cycle of packaging without compromising quality. We are dedicated to delivering sustainable and cost effective solutions that meet or exceed our customers' expectations.

We will continuously work to make our customers more profitable by understanding their requirements and delivering goods and services of the highest quality.

Within its own operations, Auckland Drum Sustainability Services will:

- Comply with applicable regulations and standards including food contact and dangerous goods transport requirements;
- Implement and maintain a quality management system to plan, document, measure, monitor and review quality performance;
- Promote product quality and high service standards as being the responsibility of all employees;
- Motivate and train our employees to maximise technologies and equipment and encourage continuous improvement;
- Respond promptly and constructively to product quality and service complaints so that appropriate remedial and corrective action is taken to satisfy any customer concerns;

- Maintain a culture of total employee involvement and teamwork in all facets of the business and recognise that employee satisfaction directly relates to customer satisfaction;
- Ensure our suppliers are aligned with our Policy and objectives and maintain a supply chain that upholds corporate responsibility principles;
- Communicate this Policy to all employees, contractors and other stakeholders; and
- Continually improve performance through training, management review, research and development and consultation with the community.

All employees are required to implement practises consistent with this Policy and Auckland Drum Sustainability Services' objectives, standards and guidelines for quality management. Quality and customer satisfaction can only be achieved with the total involvement, commitment and pride of all employees.

**Steve Mead**  
General Manager