

The Solo Group has a long and proud history in providing waste collection, waste recovery, waste recycling and minimisation, industrial services and water utility services through environmentally sound practices throughout Australia.

Solo Group is committed to providing the highest possible level of Quality Assurance in every aspect of our operations. This is achieved through our Integrated Management System that meets the requirements of the International Quality Management Standard **ISO 9001**.

The Integrated Management System provides a framework for addressing the following needs:

- Availability of information and resources necessary to support our operations.
- Understanding the needs of our industry and our customers.
- Selection and training of staff and subcontractors to maintain high standards.
- Procurement of goods and services appropriate to our needs.
- Continuous quality inspection practices.
- Regulatory compliance.
- Commitment to health, safety and risk management.
- Control of our own waste and regard for our environment during all processes.
- Monitoring our customers' level of satisfaction.
- Ensuring that not only our immediate customers, but also our employees, the community and other stakeholders benefit from the quality of our work.
- Setting and reviewing measurable quality objectives.
- Commitment to continuous improvement and suitability of our Management System.

The full support of our employees, suppliers and subcontractors is sought in actively pursuing our goal to achieve and exceed industry best practice standards of quality and service.