

# Quality Plan

Version 4

**Enviropoles Australia Pty Ltd**

47 Rodeo Drive,

Dandenong South, VIC 3175

Last Update: 01/11/2016

## QUALITY ASSURANCE POLICY STATEMENT

Enviropoles is committed to being a leading provider of quality Cigarette collection receptacles and reliable efficient and sustainable waste disposal services. In achieving and maintaining this goal, we recognise that quality relies not only on our products, but on our customer satisfaction for services and ongoing support.

We believe these objectives are best achieved by maintaining a quality management system. As part of our quality assurance we are committed to:

- Ensuring all staff are involved and committed to our quality management
- Use continual communication and analysis to better understand our customers' needs
- Provide education and training for all staff so that they accept responsibility for quality
- Continually review all our systems and procedures for opportunities to improve
- Seek suppliers who share the same commitment to quality and insist at all times on its delivery.

Enviropoles is committed to ongoing improvement in relation to quality assurance for its supply, and services and will continually monitor, analyse and learn from performance. This policy will be reviewed annually to ensure alignment with our best practice objectives.

Enviropoles management is committed to and responsible for compliance with this policy across all national operations.



Cameron Fox  
General Manager  
Enviropoles Australia

## **SCOPE**

The purpose of this plan is to identify the quality management methods being applied to the Contract between The Company (Enviropoles P/L) and its Client (City of Melbourne) in delivering a serviced cigarette litter collection receptacle.

## **Inclusions**

The quality plan applies to the supply, installation and cleaning services of Enviropoles cigarette litter collection receptacles.

## **Quality Objectives**

1. Enviropoles Australia's quality standards for supply and installation of Cigarette butt collection receptacles. Ensuring goods supplied are strong durable and manufactured to specifications as outlined in item 2. Installations standards as outlined in item 3
2. Enviropoles P/L Company standard of providing accountable waste collection, disposal and cleaning services and responsible disposal of collected waste as outlined in item 3.

## **Responsibilities**

Enviropoles P/L has overall responsibility for the successful execution of the project, including conformity to the company's Quality management systems and meeting the objectives.

The project file and associated records and reports are to be retained 3 years post the contract expiry.

In accordance with the company policy, the client may view any contract related records at any reasonable time.

## **Records**

Records to be included:

- Time and date of receptacle initial installation
- Receptacle location information
- Time and date of receptacle servicing
- Estimated collection of cigarette butts collected at each receptacle at time of service
- Record of waste deposit at Terracycle's waste processing plant – Tyre Crumb
- All records are kept at Enviropoles premises – 47 Rodeo Drive, Dandenong South

## **Resources**

- The "Project team" shall be employees of the company. Appropriate training will be made available to meet the needs of the project. All training records and tool box talks are kept on site at Enviropoles head office.
- Suitable waste management, disposal and treatment facilities will be used to manage and treat the collected waste, bi-products and assist in the cleaning of equipment and instruments used by the company to carry out the service.

### Customer communications

Any queries with the specifications are to be raised with the client through the Project manager at project meetings.

Communications from the customer (queries, complaints, compliments) should be routed through the project manager.

### Installation

The company will carry out installation in accordance to the client's instruction.

If the instruction is not clear or location not suitable, the company will provide feedback and recommendations and wait for client instruction before proceeding.

The company will carry out installation process in accordance to the company's documented Policies and procedures

### Services

The company will carryout scheduled services in accordance to the client's recommendations for frequency.

The company will keep record and provide feedback on the frequency. The client may change the frequency as required giving reasonable notice.

### Service processes

The company will conform to the service manual as documented in Enviropoles Policies and procedures. Copies of Enviropoles Policies and Procedures are available 24/7 via [www.enviropoles-online.com.au](http://www.enviropoles-online.com.au)

### Non-conformities (Client, customer, third party complaints handling)

All client, customer, third party complaints will be recorded in the monthly report. The company will advise the client of any customer or third party complaints and will action in accordance to the client's recommendations and instruction.

### Monitoring and Measurement

The project progress will undergo ongoing monitoring.

A report will be presented monthly and discussed in Project progress meetings with the client monthly.

Records will be kept by the client and company for any reported issues.

### Internal Audit

An audit of the implementation and effectiveness of the quality plan shall take place at intervals throughout the contract as requested by the client.

This quality plan has been prepared by the project manager and applies to all work carried out under the contract.

<b>Project Manager:</b>	Cameron Fox	<b>Date</b>	01/11/2016
<b>Version</b>	5		
<b>Review date</b>	1/11/2017 (12 months)		

## 2. MANUFACTURING HANDLING QUALITY ASSURANCE

<p align="center"><b><u>Manufacturers Handling Witness Points</u></b></p>
<p align="center">(1) <b>Raw materials</b></p> <p align="center">Source QA supplier, checked and signed upon receipt of the delivery.</p>
<p align="center">(2) <b>Machinery check</b></p> <p align="center">All tools and machinery is check and calibrated ensuring consistency with engineering and design requirements Concurrent with OH&amp;S practices plant equipment safety check</p>
<p align="center">(3) <b>Manufacturing product</b></p> <p align="center">Quality assessment to ensure exact physical specifications consistent with engineering and plan design. Product must meet all requirements.</p>
<p align="center">(4) <b>Fabrication</b></p> <p align="center">All machinery and manual welding is inspected for strength, metals checked for cracks and shrinkage</p>
<p align="center">(5) <b>Galvanised</b></p> <p align="center">All mild Steel products are zinc coated to ensure the longevity in the event of paint scratches This process is checked upon completion to make certain there is no un-zincd raw material.</p>
<p align="center">(6) <b>Powder coating</b></p> <p align="center">The powder coating is checked upon completion. All products must be fully powder coated, with no drip marks, runs or scratches.</p>
<p align="center">(7) <b>Water testing</b></p> <p align="center">Any parts requiring the holding of liquid substances must be checked to ensure there are no leakages. These inserts are all filled with water and left on the racks for two days before emptying.</p>
<p align="center">(8) <b>Assembly</b></p> <p align="center">All components are assembled, this involves manual labour fixing and fitting of frames, locks and inserts, posters and caps. All components must meet individual specifications to ensure correct assembly.</p>
<p align="center">(9) <b>Final Inspection</b></p> <p align="center">Carried out by executive management, all components of testing signed and dated by relevant staff and supervisors. Record all data including color, model, bar code asset number and proposed client.</p>

### **3. Installation and Servicing Quality Monitoring**

In addition to monitoring manufacturing Quality assurance, EnviroPoles monitors all stages of installation, servicing and waste disposal.

Evaluation of proposed installation site prior to installation is carried out by EnviroPoles Management, this allows for job analysis and surveying of the environment to ensure optimum placement of units to capture cigarette litter. To further clarify and document any concerns, photos are taken at each site prior to installation.

#### **3.1 Location Evaluation**

- Access to site, roads, paths and parking
- Property and existing infrastructure
- Assess site condition (any existing damage)
- Public presence
- Mark out exact location of EnviroPole
- Assess any damage that may occur during the installation both environmental and OH&S and how to prevent it.
- Note necessary precautions
- Document and relay any concerns to client.
- Propose date of installation

#### **3.2 Installation Inspections**

Upon completion of the installation, the manager that conducted the initial evaluation now assesses the site within 7 days of installation.

This assessment verifies:

- Correct installation of the EnviroPole products
- No damage to EnviroPole Products
- Surveying and reporting damage (if any) to existing infrastructure
- Surveying and reporting environmental damage (if any)
- Take Necessary photos for file
- Record product number and address details. GPS coordinates if applicable.
- Ensure bar-code number is adhered to inside of receptacle. Record bar-code number

It is at this time all records are checked and signed off, the location details and GPS coordinates are recorded and entered on data sheets to correspond with product and bar-code id.

### 3.3 Internal Cleaning Services Audits

The cleaning schedule is updated monthly, allowing for any changes in servicing requirements, frequency of cleaning, relocations, removals, and installations.

This schedule outlines the days in which receptacles are due to be cleaned and serviced.

As our name and brand is associated with these poles, it's in our best interest all units are cleaned, serviced and well maintained.

We are constantly auditing our cleaners and contractors with unscheduled and un-announced random checks to ensure:

- All receptacles are being serviced on the day as stated on schedule.
- Behavior and manner in which tasks are completed
- State of uniforms and PPE (high visibility vests with EnviroPoles Logo)
- State of Vehicle (cleanliness and magnetic EnviroPoles logo fixed to panels)
- Care taken to environment and location when carrying out duties
- No disruption to site, facilities and public.
- No damage caused to environment and infrastructure.
- Correct and full cleaning of receptacles as outlined in cleaning procedures
- Correct disposal of waste
- Records are being maintained in relation to
  - Date and time of servicing
  - Any damage/ vandalism to unit
  - Quantity of waste collected

### 3.4 Infrared Scanning

All Enviropoles have a bar-code located on the inside of the receptacle. This bar-code can only be accessed once the internal insert has been removed. The cleaner is equipped with a portable infrared bar-code scanner and upon removing the insert to empty, they scan the bar code. This scan records the exact time and date of service confirming each unit has been serviced as scheduled. The data is then uploaded and compared to our database which alerts management of any units that may have been missed.

This service assurance system ensures all staff and contractors are completing each service and not missing any butt bins. The first scan is carried out upon completed installation.

EnviroPoles strict Quality Assurance plan ensures excellent quality throughout the process of manufacturing through to the installation and ongoing cleaning services; this assures our clients of quality products and service and assists in maintaining and building the excellent reputation that EnviroPoles proudly promotes. EnviroPoles management encourages regular communications with all our clients through regular reports, updates, meetings and promotions.

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|-----------------------|--|
| 1. Board of Directors | All projects overseen by the board           |
| 2. Cameron Fox        | General Manager                              |
| 3. Chris Holwell      | Operations Manager / Service technician.     |
| 4. Shelley Coonan     | Financial Controller and Data Analyst        |
| 5. Don Mossutto       | Installations and service field technician   |
| 6. Contractors        | Manufacturing, servicing and waste disposal. |

