
Our Purpose

Hobart City Council maintains a documented environmental management system that has been implemented within the Council functions for:

- waste water treatment
- composting
- liquid trade waste management
- refuse disposal site operations

Hobart City Council is committed to ensuring continuous improvement in the effectiveness of the management system by embracing the principles of:

- **Customer focus** whereby customer needs and expectations, including compliance with relevant legislation and other non-legislated requirements, prevention of pollution and provision of a safe working environment are understood, measurable, and met with the aim of enhancing customer satisfaction
- **Total involvement** whereby the committed participation and involvement of management and employees facilitates the communication, understanding and betterment of the processes used
- **Process improvement** which provides the mechanism for periodic review and refinement of the implemented work practices in conjunction with the identification of measurable objectives for system improvement

The management system is documented to address the specific needs of customers and all persons working for and on behalf of the organisation in accordance with the requirements of AS/NZS ISO 9001:2000 *Quality management systems – Requirements* and AS/NZS ISO 14001:2004 *Environmental management systems – Specification with guidance for use*, and with reference to AS 4801:2001 *Occupational health and safety management systems - Specification with guidance for use*.

Training and support is provided to all persons working for and on behalf of the organisation in order to communicate and promote understanding of the management system's requirements.



V. B. Armstrong
General Manager