

WRIQ Member Code of Conduct

Last updated: August 2026

Purpose

The Waste Recycling Industry Queensland (WRIQ) represents legitimate, licenced businesses doing the collections, recycling and disposal of waste in Queensland. This Code is adopted by the Board pursuant to Rule 4.4(a) of the Constitution and applies to all members of WRIQ. It establishes the standards of behaviour expected of WRIQ members and supports the Association's commitment to professionalism, integrity, safety and public confidence in the recycling industry.

Regulatory Compliance & Member Standing

Nature of the Association - WRIQ is an industry advocate, not a regulatory body. While we strive to champion a cohesive, compliant, and highly respected industry, we do not police our members. We recognise that businesses may occasionally encounter regulatory or operational challenges.

Support for Existing Members - WRIQ is committed to supporting our existing membership base through regulatory hurdles. However, this support is reserved for active members. WRIQ will not provide assistance for legacy issues that originated prior to joining the association.

Eligibility for New Members - To maintain the integrity of the association, applicants must be in good standing at the time of their application. Prospective members with outstanding serious legal matters or active Environmental Enforcement Orders (EEOs) may not be eligible for membership until those matters are fully resolved.

Board Governance - Board members are held to the highest standard of industry leadership. In the event of a significant regulatory breach or major legal issue involving a Board member, the Board reserves the right to request that the individual step down, either temporarily or permanently, to protect the reputation of the organisation.



About WRIQ

WRIQ represents more than 100 waste and recycling businesses collectively managing 97 per cent of Queensland's waste collections as well as owning and operating more than \$3.8 billion in essential waste and recycling infrastructure across the state. Our industry contributes around \$2.7 billion to Queensland's economy each year and employs approximately 16,000 Queenslanders.

Member Commitments

As a WRIQ member, organisations agree to:

1. Act Lawfully and Ethically - Members are expected to maintain appropriate systems and practices to support compliance with applicable laws, regulations and licence conditions relevant to their operations.
2. Support Safe and Responsible Operations - Promote safe workplaces, environmental responsibility and continuous improvement within their operations.
3. Protect the Reputation of the Recycling Industry and WRIQ - Conduct themselves in a manner that upholds public confidence in Queensland's recycling industry and not knowingly engage in conduct that brings the industry or WRIQ into disrepute.
4. Respect Other Members and Stakeholders - Treat customers, employees, regulators, suppliers, competitors and fellow members professionally and respectfully.
5. Participate Constructively - Contribute positively to WRIQ activities, committees, events and consultations and support a collaborative industry culture.
6. Respect Confidential Information - Respect confidential information shared through WRIQ forums, committees and working groups unless authorised to disclose it.
7. Avoid Anti-Competitive Conduct - Not use WRIQ meetings, committees or activities for anti-competitive discussions or conduct and comply with applicable competition laws.
8. Manage Conflicts of Interest - Declare any actual, perceived or potential conflicts of interest relating to WRIQ activities and participate in good faith to resolve them.
9. Notify Significant Regulatory Actions – Members should notify WRIQ of any serious criminal conviction, environmental prosecution or regulatory action that may materially affect the reputation of the recycling industry or the Association.
10. Cooperate with WRIQ Processes - Respond reasonably to requests for information relating to complaints or concerns raised under this Code.

Complaints and Conduct Framework

Stage 1 – Informal Resolution

The CEO may seek to resolve minor matters through discussion, clarification, mediation or voluntary corrective action.

Examples may include:

- Interpersonal disputes
- Misunderstandings
- Isolated incidents of inappropriate behaviour
- Minor concerns raised by members

Stage 2 – Show Cause Notice

Where a matter is serious, repeated or unresolved, the CEO may refer the matter to the Board.

The Board may issue a formal Show Cause Notice outlining:

- The conduct giving rise to the concern
- The provisions of the Code that may have been breached
- Any actions required to resolve the concern
- The timeframe within which the member may respond

The member will be:

- Advised of the concern in writing
- Given an opportunity to respond
- Afforded procedural fairness throughout the process

Stage 3 – Determination

Following review, the Board may determine that:

- No breach occurred
- Informal guidance is appropriate
- A written warning should be issued
- Corrective actions should be undertaken
- Membership privileges should be suspended
- Membership should be suspended for a specified period
- Membership should be terminated in cases of serious or repeated breaches

This Code is intended to support and operate consistently with the WRIQ Constitution. Nothing in this Code limits the powers of the Board under the Constitution, including the Board's powers relating to membership, disciplinary action and termination of membership.

Guiding Principles

In administering this Code, WRIQ will:

- Act fairly and consistently
- Apply proportional responses
- Respect confidentiality where appropriate
- Avoid becoming involved in commercial disputes between members unless the conduct impacts WRIQ or the industry's reputation
- Focus on education, improvement and industry standards before punitive action.