

Company Values



J.J. Richards & Sons Pty Ltd was established in 1932 and is owned and managed by the family of the founder, Joseph (Joe) John Richards. Joe intuitively knew that good business simply meant doing the right thing. Today, this approach is passionately preserved by the family and has been documented as the J.J. Richards and Sons Company Values.

These values define the way we do things and the way we treat others both inside and outside the company. Maintaining these values requires constant and determined effort which will be to the benefit of all.

Honesty – In all our dealings we will be honest. We will tell the truth whether it means giving good or bad news.

Integrity – We will adhere to sound moral and ethical principles in all our dealings.

Respect – All staff, customers, suppliers and other external parties will always be treated with respect. Sometimes we have to deal with difficult issues but this will not lead to personal attack.

Humility – We value everyone's opinion. No one inside our organisation is better than anyone else. All staff at all levels will conduct themselves with appropriate humility in all circumstances. This will not prevent us from needing reasonable outcomes.

Compassion – We accept things go wrong and the unexpected occurs. When this happens and it is communicated to us honestly, we will resolve the matter with compassion and support.

Reliability – We will keep our promises. If the unexpected happens, we will immediately communicate this and reach an agreed outcome. In particular, we thrive on our ability to provide reliable service to our customers.

Quality Service – We are committed to providing a high quality service. People are the key and they have to want to do it right. People solve problems and improve systems. Equipment and procedures are just tools.

Safety and Environment – Our staff can confidently comply with company procedures and all legislation. They will not be set unreasonable deadlines nor pressured to cut corners. This will minimise the risk to their safety, the safety of the general community, and the environment.

Innovation – We are committed to creating innovative solutions that improve our business and the outcome for our customers and others we deal with. We will approach all aspects of our business with an open mind. If a solution does not exist, we will create one or find an alternative.

Life/Work Balance – We value our staff, want them to succeed over the long term, and therefore promote a life/work balance.

Long Term Success – We are committed to ensuring we succeed as a business now and in the future. We will work within the spirit of commercial arrangements to ensure a successful outcome for all.

A handwritten signature in black ink, appearing to read 'J.J. Richards'.

J.J. Richards - Director

A handwritten signature in black ink, appearing to read 'P.B. Richards'.

P.B. Richards - Director

A handwritten signature in black ink, appearing to read 'J.M. Parsons'.

J.M. Parsons - Director

*Associated Entities: JJ's Waste & Recycling and Pulpmaster USA.

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