

# Quality Policy Statement

Bitu-mill is dedicated to ensuring that its products and services fully meet the requirements of its customers and to achieve a high level of customer satisfaction at all times.

Bitu-mill is committed to operating under the disciplines and control of an Integrated Management System (IMS) conforming to the standards: AS/NZS ISO 9001, AS/NZS 4801, AS/NZS ISO 14001 and CCF standards planned and developed jointly with our other management functions.

Bitu-mill is committed to working together with clients and suppliers in pursuing the highest level of quality in its service and continually striving for improvements in quality management systems.

Bitu-mill will:

1. Ensure senior management leadership provides and maintains an integrated management system to manage the quality, safety and environmental aspects of our business
2. Set quality, safety and environmental targets, objectives and plans
3. Implement quality, safety and environmental plans to achieve the set targets and objectives
4. Ensure full identification and conformance to the needs of our customers
5. Monitor and measure our service provision, identify the potential for errors, take the necessary action to eliminate them and continually improve our processes through Management Review
6. Ensure that everyone understands how to do their job and are competent in performing their duties through training, instruction and supervision

All staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

This quality policy will be communicated and available to staff at all times in the company management system and project documentation.

This policy will be reviewed every two years to ensure continuous improvement in our company's quality management.



Signed: .....  
 Stephen Hill  
 General Manager

Date: ...22/3/2016.....

**Bitu-mill**

**IMS Management System**

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