

# Quality Policy

## Kaupapahere Kounga

### Our Vision - Ko te Whāinga

- ▶ To deliver the highest quality, value, and service to our customers.

### We Believe - Ngā Mātāpono

- ▶ A customer-led approach will be the foundation to our success.
- ▶ Trust of our brand depends wholly on the quality and reliability of our processes, products, and services.
- ▶ Leadership and engagement of our people will drive a quality mindset.
- ▶ Our people value a business that stands for excellence and getting it right first time.
- ▶ We all have a role to play in delivering quality products, service, and experiences to our stakeholders.

### We will achieve this by - Ngā Tikanga

- ▶ Understanding, valuing, and delivering standards of service and quality that meet our customers' needs and expectations by building long-term strategic relationships.
- ▶ Developing robust internal systems to meet business, industry, and regulatory requirements.
- ▶ Ensuring products are designed, developed, manufactured, and supplied meeting all relevant business, client, regulatory and legal requirements.
- ▶ Integrating quality into all roles, responsibilities, and business processes.
- ▶ Monitoring and analysing feedback and performance to drive innovation and continuous improvement.
- ▶ Fostering clear, open, honest, and quality communication between our people, teams, customers, suppliers, and the public.
- ▶ Considering the needs of all stakeholders including our team members, customers, owners, suppliers, local communities, and society.
- ▶ Benchmarking against industry standards whilst always looking for innovations and improvements globally.
- ▶ Providing training, support, and resources to ensure our people reach their full potential.



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# Health & Safety Policy

## Kaupapahere Marutau

### Our Vision - Ko te Whāinga

- ▶ We all head home safe and well, at the end of each day.

### We Believe - Ngā Mātāpono

- ▶ Strong, authentic safety leadership is the foundation for our success.
- ▶ All injuries and occupational illnesses are preventable.
- ▶ All risks can be managed to as low as is reasonably practicable.
- ▶ Strong culture, which reflects trust and respect within our teams, provides a safe and healthy environment for all.
- ▶ We are all responsible for safety and wellbeing by making sure our actions or inactions do not place us or anyone else in harm's way.

### We will achieve this by - Ngā Tikanga

- ▶ Complying with all relevant Health & Safety legislation, guidelines and organisational policies.
- ▶ Understanding and always abiding by our Life Saving Rules and Choices.
- ▶ Ensuring frontline leaders are competent and accountable for health and safety.
- ▶ Setting objectives and targets which prioritise controls for eliminating and managing risk whilst maintaining continuous improvement.
- ▶ Accurately reporting and recording all incidents, ensuring investigations identify root causes, and ensuring accountability for corrective actions.
- ▶ Involving and engaging our people at all levels in the organisation so that we get the best health and safety practices.
- ▶ Encouraging an open, honest and transparent reporting culture where all team members participate in reporting incidents and health and safety events.
- ▶ Providing the necessary resources and training to make sure we have safe and healthy ways to get the job done.
- ▶ Promoting and supporting the health and welfare of our people through resourcing health and wellbeing initiatives.
- ▶ Actively managing the safe return to work of any employee dealing with an injury or illness.
- ▶ Recognising and celebrating great health and safety performance.



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# Sustainability Policy

## Kaupapahere Toitūtanga

### Our Vision - Ko te Whāinga

- ▶ Reducing our footprint on 'The Planet' whilst maximising our handprint on the environment and our communities through 'Our Products' and 'Our People'.

### We Believe - Ngā Mātāpono

- ▶ We all have a responsibility and a part to play in Aotearoa's low carbon future.
- ▶ Sustainable practices and decisions must be embedded in the way we work.
- ▶ Being a visible leader in the management of our three waters and an advocate of Te Mana o Te Wai will encourage our communities to do the same.
- ▶ Actively decreasing the carbon footprint of our products will have a positive impact on our changing environment.
- ▶ We need to engage with our local communities and stakeholders to understand their sustainability needs.
- ▶ Our people matter and we should be investing in our shared future together.

### We will achieve this by - Ngā Tikanga

- ▶ Measuring our carbon footprint and committing to reduce our Scope 1 and 2 carbon emissions.
- ▶ Engaging with our supply partners to adopt sustainability policies that meet the needs of our communities.
- ▶ Reducing our disposal of waste to landfill through recovery, reuse, and manufacturing efficiencies.
- ▶ Accurately measuring and reporting the carbon footprint of our products.
- ▶ Offering innovative, practical solutions to our customers that meet their sustainability needs.
- ▶ Supporting industry education on sustainable construction practices, design principles and measures.
- ▶ Investing in our communities by funding and volunteering with local charitable organisations.
- ▶ Partnering with market, industry, supplier, and regulatory bodies to support and enhance our collective sustainability journey.



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# Environmental Policy

## Kaupapahere Taiao

### Our Vision - Ko te Whāinga

- ▶ It is our responsibility to reduce our environmental impact.

### We Believe - Ngā Mātāpono

- ▶ Reducing the impact on the environment is the right thing to do and an important part of being a responsible business.
- ▶ A constructive partnership with public, industry and regulatory bodies will help reduce our environmental impact.
- ▶ The future of our industry depends on us reducing our environmental footprint and becoming more efficient.
- ▶ Our people value a business that is both an innovator and champion for the environment.

### We will achieve this by - Ngā Tikanga

- ▶ Ensuring that we are always compliant with relevant environmental legislation, guidelines and organisational policies.
- ▶ Measuring environmental inputs and outputs to track and review performance.
- ▶ Engaging with our supply partners to help them meet our expectations.
- ▶ Maintaining an effective environmental management system which includes identification and evaluation of the environmental risks and opportunities associated with our business activities.
- ▶ Setting objectives and targets on a risk-based approach that prioritises management of critical environmental risks.
- ▶ Continuous improvement of environmental performance and risk management.
- ▶ Supporting training programmes that build environmental knowledge and improve environmental work practices.
- ▶ Recognising and celebrating great environmental performance.



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