

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.



ANDREW MOSS
CHIEF EXECUTIVE



KARL BRENTNALL
GENERAL MANAGER