



Cordwells Group - Signed Policies

V1.3 04/04/18

These policies are part of our IMS and extends to Ailort Pty Ltd trading as trustee for The Cordwell Family Trust

(43097307656), Cordwells Concrete. Ailort Haulage, Cordwell Resources, Ailort Maintenance Division, QC Testing

Regulatory Compliance with Standards ISO 9001, ISO 45001, ISO14001. Management ensures these policies are implemented and maintained at all levels of the company, on display for all to see.

QUALITY POLICY STATEMENT



"To set the highest industry benchmark in work quality, customer satisfaction and loyalty through exemplary work ethics from our qualified and experienced professional team. To deliver to projects on time in budget every time."

The Cordwell Group is a company catering to a growing number of customers for concrete, cement, fly ash and landscape supply working to the highest quality standard.

We have:

- Supplied many major projects and residential buildings on the Sunshine Coast and hinterland areas.
- Been in the business arena for the last 50 years; this is the strongest reference that we can offer.

- An enviable reputation for quality and service, which spans four generations of the Cordwell family.

We place great emphasis on the contributions of our employees, acknowledging that it is only through their input and cooperation with management that the company will continue to supply superior products and services. We encourage our staff to work as a team to provide solutions that meets or exceeds the specifications of our customers .

Cordwell Group own their fleet of trucks and have a mechanical workshop onsite where we perform regular servicing on our entire fleet and plant to ensure we can operate our work place in a safe and efficient manner. Cordwell's Routine maintenance checks and strict safety requirements are in place for the operation of our plant.

The purpose of this policy is to demonstrate commitment to quality objectives for all members of our team to follow and the ways we intend to meet them:

Quality Compliance

- Certified management system compliant to ISO 9001 ; scheduled internal audits conducted to ensure maintained in accordance with.
- Maintain our quality system to ensure customer satisfaction; rectification action taken immediately.
- Manufacture concrete using materials as specified in the Cement Standard (AS3972 General purpose and blended cement); automation of batch plant control.
- Produce no non-conforming product; rectification action taken immediately,
- Make sure management staff are kept up to date with legislation; reviewing all aspects of the business by regular communication and management review meetings.

Administration Controls

- Up to date and regular communication, training and development of staff about goals and quality objectives.
- Keep up to date with customer expectations; meeting all negotiated requirements and expectations of each customer and will insist that our staff provide the same high standard

Reporting

- Keep all records up to date and filled out correctly
- Efficiently reduce errors and enhance data integrity; CRM-batch facility to avoid data entry errors and promote accuracy.
- Carry out required testing of concrete for individual projects by NATA registered organisation and forward results to customers as contracted.

Improvement

- Develop the business for future growth
- Cordwells overarching aim is to continue to expand its customer network to maintain profitability and leadership in its field and allow cost-effective supply of its services.
- Management review meetings are our objective setting framework and are used to track progress of our objectives .

OHS POLICY STATEMENT



"Safety is a Concern for Everyone. No Injury to Anyone"

The Cordwell Group acknowledges that the provision of a safe and healthy work environment for employees, visitors and any people who are affected by our work is not just a moral and legal responsibility but also a prerequisite for Cordwell's to achieve its primary mission of a strong system of quality assurance as a family owned business operating on the Sunshine Coast providing quality product and service.

Routine maintenance checks and strict safety requirements are in place across all operations of our plant to make every reasonable effort to prevent accidents and protect employees and visitors from injury

The purpose of this policy is to demonstrate commitment to objectives for all members of our team to follow and the ways we intend to meet them:

OHS Compliance

- Ensure that we comply with WHS, worker's compensation and injury management legislation, associated regulations and standards across Australia; management endeavor to maintain the latest versions so access to the most current is available to workers always.
- Assign capable people to work in and manage the business; provide employees with tools and resources needed to perform well.
- Provide a safe work environment, work methods, equipment/ substance; ensure procedures/ best practices are implemented always.

- Follow elimination, isolation, engineering, minimizing, rearranging, establishing, training and supervising and personal protective equipment risk control strategies; be actively involved in OHS measures and support measures to eliminate or minimize unsafe conditions.

Administration Controls

- Deliver effective health and safety information, instruction and training at all staff levels; encourage all to participate irrespective of their position and assume personal responsibility for their own safety and for those of other workers by always operating in a safe and appropriate manner.
- Employee fit for work policy is signed during induction with company.
- Provide injury management advice and support to workers.
- Consult workers about changes in the workplace and allow them to contribute when decisions are made that may affect their health and safety at work.

Reporting

- Encourage workers (as trained) to identify hazards and freely communicate them (prioritize reporting immediately when required) to peers, supervisors whose role is to responsibly act on the notification.
- Review, report and actively rectify identified hazards, non-conformances and unsafe practices through Cordwell's hazard management procedure.
- Establish measurable objectives, targets and key performance indicators.

Improvement

- Manage risk by continually monitoring, reviewing, investigating and improving standards and procedures. Promote a workplace culture where it is the normal practice and the expectation that the injured/ill worker will either remain at work or attempt to return to work at the earliest opportunity; provide suitable/modified or alternative duties where practicable
- Ensure that no injured/ill worker is prejudiced by participating in a return to work plan/program and confidentiality of information is maintained.
- Management review meetings are our objective setting framework and are used to track progress of our objectives.

ENVIRONMENTAL POLICY STATEMENT



"No-Harm Rule."

The Cordwell Group is a leading independent concrete supplier. Cordwell's have adopted environmental objectives to ensure our activities, products and services are designed to protect environmental values of air, water, land, acoustic environment and to ensure that any wastes generated, transported or received as part of our operations are managed in a way that minimises the potential of environmental harm providing resources to meet these commitments .

The purpose of this policy is to demonstrate commitment to objectives for all members of our team to follow and the ways we intend to meet them:

Environmental Compliance

- Comply with conditions of licensing; perform audits in accordance with its environmental objectives and the current legislation/ obligations for the concrete batching industry
- Minimize the impact of our operations on the neighboring community/ environment; Cordwells have controlled conditions conducive to dust by concreting our work site and with the dust extraction system in place at batching we can collect dust and reuse - reducing the level of workplace dust, improving cleaning , performance and truck life.
- Cordwells own two locations used for dredging and are leasing an open quarry in the Kin Kin area retrieving operational materials, including washed sand, block sand, bedding sand, top soil and aggregates.
- Cordwell Resources Pty Ltd includes site based management plans developed by a third party, Main Road Certification, compliance with Council and DES licencing conditions and approved Environmental authority (EA).

Administration Controls

- Encourage consultation and cooperation between personnel; open, constructive dialogue with communities surrounding our operations.
- Actively promote environmental awareness among staff, contractors, customers and the public, and encourage them to support it.

- We endeavor to follow the principle of BATNEEC - Best available technology not entailing excessive cost; we monitor/ set measurable targets to identify areas where improvements could be made,
- We have reduced waste through re-use and recycling of returned concrete; Cordwell's site has a concrete materials reuse strategy in place.
- Promote efficient use of materials and resources throughout our facility including water, raw materials and other resources, particularly those that are renewable; we have in place a water recycling system no waste products are to go down the drains.
- Wash down of chutes and barrels are in proper wash area on site or at a wash down depot; we use fuel efficient trucks with environmentally friendly fuels.

Reporting

- Investigate and report environmental incidents and take corrective and preventive actions as necessary.
- Develop and maintain appropriate emergency and spill response programs; in case of spillage, it is immediately cleaned up without any risk of entering a storm water drain.

Improvement

- Continually improve our environmental performance and minimize the social impact and damage of activities by periodically reviewing our environmental policy considering our current and planned future activities.
- Reduce waste through innovative work practices/ recycling practices, where these alternatives are economical and suitable; we use alternative power and adopt eco-efficient practices to minimize our carbon footprint.
- Increase the use of environmentally acceptable materials, equipment and technology in place of those which are considered harmful; we ensure that our suppliers follow acceptable environmental policies.
- Management review meetings are our objective setting framework and are used to track progress of our objectives .

David Cordwell


1 - General Manager 14 May 2019