

Quality Policy

Holcim Australia Pty Ltd & Holcim New Zealand Ltd and fully owned subsidiaries (HANZ)

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General Policy

The quality and reliability of Holcim Australia and New Zealand (HANZ) products and services are the foundation of the success of the organisation. We aim to constantly develop and improve the business, whilst striving to continually meet our customer, statutory and regulatory requirements.

Commitment

We are committed to;

- Continually improving our processes and systems
- Eliminating defects in our products and services
- Customer satisfaction
- Maintaining the highest standards of professional & ethical conduct
- Never sacrificing the quality of our products and services for financial gain

Objectives

- To carry out our activities in a way that is safe for employees and the community.
- To establish standards and continuously measure quality and performance goals.
- To actively respond to both internal and external issues, complaints and to implement improvement measures quickly and effectively.
- To reduce our operating costs through the process of continual improvement.
- To build alliances with customers and suppliers to consistently provide quality products and services which are perceived to be superior to those of our competitors.
- To make decisions based on data that is relevant and factual
- To minimise any adverse impacts of our activities on the environment.

Responsibilities

All employees have a responsibility and duty to understand and actively support the quality management system and to comply with the quality policy. The quality of our products and services is fundamental to our ongoing success.



George Agriogiannis
CEO, Holcim Australia and New Zealand