

These policies are part of our integrated management system (IMS) and extend to Ailort Pty Ltd as trustee for The Cordwell Family Trust (ABN 43 097 307 656) trading as Cordwells Concrete, Cordwells Haulage, Cordwells Maintenance, QC Testing and Cordwells Concrete Pty Ltd. (ABN 22 066 294 773). We meet registration, audit and submission time frames imposed by regulatory bodies. Regulatory compliance is with Standards ISO 9001, ISO 45001, ISO 14001. Management ensures these policies are implemented and maintained at all company levels and are on display for all to see.

## QUALITY POLICY STATEMENT

**"To set the highest industry benchmark in our products, customer satisfaction, and reputation."**

Cordwells Group will achieve our quality commitment by continual improvement across our business and operating systems and providing a high standard of performance, meeting our customers and stakeholders' requirements in a timely and cost-effective manner.

The Cordwell Group consistently provides a range of products such as quarry construction materials, concrete, landscape supplies, and cement and flyash delivery that meet customer and essential stakeholder requirements. We have:

- Supplied across all market segments in the building and construction from residential to major infrastructure.
- Been servicing the Sunshine Coast and Hinterland since 1965, spanning four generations.
- A team with a vast range of industry experience across all aspects of the Group to ensure a high-performance standard is maintained.
- Our own fleet of trucks and mechanic workshop onsite, where we perform regular servicing on our entire fleet and plant to ensure we can operate our work safely and efficiently.

### Quality Compliance

- Tender with quality product and service complying with recognised certification.
- Maintain our quality system to ensure customer satisfaction; conduct regular reviews to identify opportunities for action immediately.
- Manufacture concrete using materials specified in the Cement Standard (AS1379 Specification and Supply of Concrete); automation of batch plant control.
- Supply no non-conforming product to our customers through process and communication.
- Ensure management and staff are aware of and take ownership of their responsibilities.
- Ensure all staff are aware of and comply with all statutory and regulatory requirements and review 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 avoids data entry errors and promotes accuracy.
- Carry out required concrete testing for individual projects by NATA registered organisation and forward results to customers as contracted and Cordwell's quality assurance.
- Provide timely reporting as required.
- Routine maintenance checks, strict safety requirements and calibration schedules for equipment/ machines are in place for the operation of plant and machinery. Immediately fix any findings.

### Continual Improvement

- Cordwell's overarching aim is to continue to expand its customer network to maintain profitability and leadership in its field and allow a cost-effective supply of its services.
- We will develop the business for future growth by building a strong team, and through available technology
- Regular management review meetings are our objective setting framework and are used to track the progress of our objectives.

David Cordwell  
*D Cordwell*

## OHS POLICY STATEMENT

**"Safety is everyone's business. No Injury to Anyone"**

The Cordwell Group acknowledges that providing a safe and healthy work environment is our most important objective that guides our behaviour across all our businesses. The importance is a moral and legal responsibility and a prerequisite for Cordwell's to achieve its objectives. As a family-owned business, we are dedicated to working in a manner that does not cause distress or harm to our employees, contractors, customers and the community.

The Organisation and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to its success. As such we have a primary duty of care to ensure the health and safety of all persons at the workplace. We aim to continuously improve health and safety in the workplace through effective management systems, consultation and increased health and safety awareness of management and workers.

Through the participative and co-operative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace
- providing and maintaining buildings, facilities, equipment and plant in safe working condition
- supporting the on-going training and assessment of workers
- developing, implementing and monitoring appropriate and applicable safe work practices for all workplace activities, including the safe use, handling and storage of plant, structures and substances
- continuously improving the standards of workplace health and safety
- managing risks in the workplace and
- providing information, training, instruction and supervision sufficient for workers to understand how to undertake their work safely and without risks to others at the workplace.

The focus of the Organisation's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the Organisation.

David Cordwell  


General Manager

7<sup>th</sup> March 2023

Review Date: 07/03/2025 V1.5

# 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 the ecological values of air, water, land, acoustic environment. We are ensuring that any wastes generated, transported or received as part of our operations are managed in a way that eliminates the potential of environmental harm.

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 licensing conditions; perform audits according to its environmental objectives and the current legislation/ obligations for the concrete batching industry.
- Cordwell's Concrete has conditions conducive to dust control by concreting our hard stand areas and using a dust extraction system where the dust is collected and reintroduced into plastic concrete - reducing the airborne dust level while improving cleaning performance.
- Cordwell Resources Pty Ltd at Kin Kin hard rock quarry, Chevallum sand extraction, and Yandina sand plant include site-based management plans developed by a third party. We have 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 endeavour to follow the principle of BATNEEC - Best available technology not entailing high cost; we monitor/ set measurable targets to identify possible areas of improvement,
- We have reduced waste by reusing and recycling returned concrete; Cordwell's site has a concrete materials reuse strategy.
- Promote efficient use of materials and resources throughout our facility, including water, raw materials and other resources, particularly those that are renewable, ie: water recycling systems.
- Wash down of chutes and barrels are in good wash area on-site or at a wash down depot; we use fuel-efficient trucks with environmentally friendly fuels.
- We are adaptive to the environment with all our works.

### 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, they are immediately cleaned up without any risk of entering a stormwater drain.

### Improvement

- We will address the perspective life cycle of all business activities.
- 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 considered harmful; we ensure that our suppliers follow acceptable environmental policies.
- Management review meetings are our objective setting framework and are used to track the progress of our objectives.

David Cordwell  
*David Cordwell*

# WORKPLACE INJURY MANAGEMENT AND RETURN TO WORK POLICY STATEMENT

The Organisation is committed to the prevention of illness and injury to its employees by providing a healthy and safe working environment. The purpose of this policy is to support our injury management program which provides a framework for a coordinated and integrated approach to workplace injury and illness. The Organisation recognises that management and workers have a social and economic interest in the promotion of a safe return to work for its employees.

Across all of the Organisation operations, we develop, implement and maintain effective Workplace Injury Management procedures that are compliant with our legislative requirements.

This is achieved by:

- ensuring that the Organisation develops and implements a return to work program in consultation with employees
- ensuring that contact is made with the injured employee as soon as practicable after the injury
- ensuring that returning to work as soon as possible is the normal expectation, with an injury management plan created where required
- ensuring that participation in a return-to-work program does not disadvantage employees in any way
- providing access to accredited rehabilitation providers, where required, to ensure the provision of quality rehabilitation services. An employee may however choose their own rehabilitation provider
- consulting with employees and their representatives regarding the rehabilitation program
- cooperating with any onsite reporting and rehabilitation requirements, and
- appointing a workplace based return to work coordinator or recovery at work co-ordinator where required.

David Cordwell  
  
General Manager  
7<sup>th</sup> March 2023