



QUALITY POLICY

(Aligned with ISO 9001, ISO 45001, ISO 14001, Fair Work Act 2009, WHS Act 2011 (Qld), MMQ Legislation, and Queensland Regulatory Obligations)

1. Purpose

This Quality Policy outlines Cordwell’s Group’s commitment to delivering consistent, safe, compliant, and high-quality products and services. It forms part of the Integrated Management System (IMS) and applies across all Cordwell Group entities, including Ailort Pty Ltd as trustee for The Cordwell Family Trust trading as Cordwells Concrete, Cordwells Haulage, Cordwells Maintenance, QC Testing, and Cordwell Resources Pty Ltd.

The policy ensures alignment with:

- ISO 9001 – Quality Management Systems
- ISO 45001 – Occupational Health & Safety Management Systems
- ISO 14001 – Environmental Management Systems
- Fair Work Act 2009
- WHS Act 2011 (Qld)
- Mining and Quarrying Safety and Health Act 1999 (Qld)
- Mining and Quarrying Safety and Health Regulation 2017 (Qld)
- All other applicable Queensland legislation and regulatory obligations

2. Scope

This policy applies to all employees, contractors, labour-hire personnel, managers, and visitors across all Cordwell Group sites and business units, including quarrying operations regulated under MMQ legislation.

3. Policy Statement

Cordwell’s Group is committed to setting “the highest industry benchmark in our products, customer satisfaction, and reputation.”

We achieve this by:

- Maintaining a robust, documented, and continually improving IMS.
- Meeting customer, regulatory, and stakeholder requirements in a timely and cost-effective manner.
- Ensuring compliance with ISO standards, Fair Work Act 2009, WHS Act 2011 (Qld), MMQ legislation, and all Queensland obligations.
- Embedding quality, safety, and environmental responsibility into all operations.

4. Our Quality Commitment

Cordwell Group consistently provides quarry materials, concrete, landscape supplies, cement and fly ash delivery that meet customer, regulatory, and industry requirements.

- Our commitment is demonstrated through:
- Supplying all market segments from residential to major infrastructure.
- Operating across the Sunshine Coast and Hinterland since 1965.
- Employing a highly experienced team committed to quality, safety, and environmental stewardship.
- Maintaining our own fleet and mechanical workshop to ensure reliability, compliance, and safe operations.

5. Quality Compliance Requirements

Cordwell Group ensures quality compliance by:

- Tendering with certified, compliant products and services.
- Maintaining a quality system that includes audits, reviews, and corrective actions.
- Manufacturing concrete in accordance with AS1379 Specification and Supply of Concrete.
- Preventing non-conforming product through controlled processes, communication, and verification.
- Ensuring all staff understand their responsibilities through training, supervision, and competency assessments.
- Meeting statutory and regulatory obligations through documented processes and management review.

6. Legislative Alignment

Fair Work Act 2009

Cordwell Group ensures:

- Safe working conditions and reasonable hours of work.
- Lawful, respectful, and fair workplace practices.

- Consultation with workers on changes affecting their employment.
- Accurate record-keeping and transparent communication.

WHS Act 2011 (Qld)

Cordwell Group fulfils its primary duty of care by:

- Providing safe systems of work and eliminating or minimising risks.
- Implementing hazard identification, risk assessment, and control processes.
- Ensuring worker consultation, participation, and representation.
- Maintaining emergency preparedness, incident reporting, and corrective actions.

MMQ Legislation (Mining & Quarrying Safety and Health Act & Regulation)

Cordwell Group ensures compliance with MMQ obligations by:

- Maintaining a Safety and Health Management System (SHMS) for quarry operations.
- Ensuring competent persons perform tasks as required under the Regulation.
- Implementing risk management practices specific to mining and quarrying hazards.
- Ensuring plant, equipment, and explosives (where applicable) meet MMQ safety requirements.
- Conducting inspections, monitoring, and reporting in accordance with statutory obligations.
- Ensuring supervisors and Site Senior Executives (SSEs) fulfil their legislative responsibilities.
- Maintaining training, competency, and verification of competency (VOC) aligned with MMQ requirements.

ISO 9001, ISO 45001 & ISO 14001

Cordwell Group maintains:

- Documented processes, risk-based thinking, and continuous improvement.
- Leadership commitment, worker participation, and performance monitoring.
- Integrated quality, safety, and environmental management aligned with international standards.

7. Administration Controls

To support quality outcomes, Cordwell Group will:

- Maintain up-to-date communication, training, and development aligned with quality, safety, and environmental objectives.

- Monitor customer expectations and ensure negotiated requirements are met.
- Require staff to uphold high standards of professionalism and service.

8. Reporting Requirements

We maintain accurate and timely reporting through:

- Keeping all records current, complete, and compliant with legislative requirements.
- Reducing errors and improving data integrity through CRM-batch systems.
- Conducting concrete testing through NATA-registered organisations and providing results to customers.
- Maintaining equipment through routine checks, safety inspections, and calibration schedules.
- Ensuring MMQ-required inspections, reports, and corrective actions are completed and documented.

8. Continuous Improvement

Cordwell's Group is committed to continuous improvement through:

- Expanding our customer network to maintain profitability and leadership.
- Building a strong team and utilising available technology.
- Conducting regular management review meetings as our objective-setting and performance-tracking framework.

9. Integration with WHS, MMQ, and Environmental Management

Quality at Cordwell's Group is inseparable from safety and environmental responsibility.

Our commitments include:

- Safe systems of work, hazard prevention, and risk management.
- Compliance with WHS and MMQ requirements for quarry operations.
- Environmental compliance, dust control, waste reduction, recycling, spill response, and lifecycle considerations.
- Adoption of BATNEEC principles and eco-efficient practices.
- Ensuring products and services are delivered safely, responsibly, and sustainably.

10. Roles & Responsibilities

Employees

- Follow all quality, WHS, MMQ, and environmental procedures.
- Report hazards, incidents, non-conformances, and improvement opportunities.
- Participate in training and competency assessments.

Managers & Supervisors

- Ensure staff understand and comply with quality, WHS, and MMQ requirements.
- Maintain safe systems of work and monitor performance.
- Lead corrective actions and continuous improvement.
- Ensure documentation and records remain current and controlled.

Senior Leadership

- Provide resources to maintain and improve the IMS and SHMS.
- Review quality performance and strategic objectives.
- Ensure compliance with ISO standards and legislative obligations.

11. Communication & Awareness

This policy will be:

- Communicated to all employees and contractors.
- Displayed at all workplaces.
- Included in induction and training programs.
- Reviewed regularly to ensure suitability and effectiveness.

12. Related documents

- Cordwell Group Integrated Management System
- Safety & Health Management System (MMQ)
- WHS Policy
- Environmental Policy
- HR & Fair Work Compliance Procedures
- Risk Management Framework

13. Review

This policy will be reviewed by Human Resources:

- Annually
- Following Legal or Regulatory Changes
- After organisational Changes
- When Risks or Incidents Arise

14. Version Control

Version	Approval date	Implementation date	Details	Author
2.0	03/09/2026	03/09/2026	Policy updated	Human Resources Manager