

# HANZ Quality Policy

Thursday, March 12, 2026

---

## Scope

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.

## Objective

- 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 (including climate).

## Our Commitments

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

## Our 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.

Document Control			
Approved by:	Helen Jones, Chief People Officer		
Related Policy, Directives and <b>MCS</b>			
Version control			
Version Number	Date Issued	Author	Update information
1	23 Oct 2024	Jennifer McSweeney & Brad Tallon	Rebrand & inclusion of Climate
2	12 March 2026	Jennifer McSweeney	Approver of the policy