



Build something great™

## Quality Policy

Boral is committed to satisfying the requirements of its customers, and to the continual improvement of its products, services and operating systems.

Boral Operating Divisions maintain processes and systems appropriate to their area of operations with the objective of providing the framework and platform to:

- consistently and predictably supply products and services that meet customer needs and expectations in a timely and efficient manner;
- ensure a consistently high standard of quality is maintained in all endeavours;
- conform to relevant specifications, statutory and regulatory requirements, supply agreements, contractual requirements; and
- maintain workplaces and environments where continuous improvement in our systems, products and services is embraced.

In meeting these objectives, our Quality Management Systems which are based on the requirements of ISO9001 are implemented and maintained, enabling us to:

- adopt a comprehensive and concise review process that determines the needs of our customer and to work consistently to meet those needs in full and on time;
- work with suppliers in order to assist them in providing us with quality components and materials;
- establish appropriate quality objectives, specific performance expectations, and Key Performance Indicators to ensure we meet our objectives;
- ensure our personnel are clearly briefed and trained, and are provided the appropriate resources necessary to deliver our quality objectives at all times;
- perform regular reviews, identify opportunities and resolve problems expeditiously;
- continually improve our processes and management systems through the application of the Boral Production System, which is based on the principles of Lean Manufacturing;
- establish processes which provide timely and accurate information to our customers, management and personnel on the quality of the products and services provided by us;
- verify the capability and efficiency of our management and control systems through a comprehensive and concise review process and through qualified independent third parties where certification is required; and
- observe and comply with all statutory and regulatory requirements.

Boral's commitment to quality is aimed to ensure our staff and contractors understand and are competent in their role, demonstrate a relentless commitment to the achievement of our objectives, and to provide quality products and services that consistently and reliably satisfy the needs of customers, all of which are fundamental to Boral's successful future.

A handwritten signature in black ink, appearing to read "Mike Kane".

**Mike Kane**  
Chief Executive Officer and Managing Director