Humes

Strength. Performance. Passion.

Capability statement

February 2021

A Division of Holcim Australia

About us

Humes is the largest and oldest civil precast concrete manufacturer in Australia. Over the last 100 years, we have played an important role in the development of Australia's infrastructure, providing new products, technologies, and manufacturing improvements to meet our clients' complex project challenges.

Humes design and manufacture precast concrete solutions for a diverse range of projects across Australia, including mining and resources, water, utility and transport infrastructure. With more than 600 staff across 14 manufacturing facilities and sales offices nationwide, our widespread infrastructure ensures we are responsive and economical for our clients wherever they are based.

Humes aims to be the most respected and successfully operated manufacturer in our industry, creating value for all of our stakeholders.

As a division of Holcim Australia which is a member of LafargeHolcim the world's largest building materials company, our vision is to perfect progress as we provide the foundations for society's future. Achieving our mission involves a commitment to the following:

- innovative solutions for our customers
- employees with a passion for performance
- an open and collaborative corporate culture
- a forward-looking organisation
- a culture that promotes sustainable development
- long-term financial performance.

Commitment to safety

Safety is a value that cannot be compromised at Humes. As our operational priorities adjust to ensure that we meet market and customer demands we know that all activities and decisions are made with no compromise on the management of safety and the ultimate goal of Zero Harm.

We do this by maintaining focus on four key drivers as part of the overall Holcim Australia strategic safety framework.

The four key drivers which form the strategy framework to achieve short and long-term improvements in safety and health as well as nurture the longer-term achievement of a Zero Harm culture are:

- **Leadership and culture**
  Relentless focus by leadership in shaping and motivating our Zero Harm culture
- **Organizational competence**
  Increase our capability and capacity to fulfill our SHE responsibilities at all levels
- **Guiding and managing SHE risks**
  Refine and enhance our safety and environmental management processes to effectively manage our risk profile
- **Compliance and close out**
  Strengthen our ability to challenge and validate our progress in order to effect further improvements towards Zero Harm

Building a sustainable future

Our commitment to the environment and society

Our objective is the creation of value for all stakeholders. We attach great importance to sustainable development at an economic, ecological and social level. By taking this holistic approach, we can secure the company's long term success, the basis for this operational performance and a solid return on the capital invested.

The Infrastructure Sustainability Council of Australia (ISCA) is the peak industry body for advancing sustainability in Australia's infrastructure. As a division of Holcim Australia, Humes is a member of ISCA and takes an interest and role in developing sustainable practises across design, construction and operation of infrastructure.

ISCA Infrastructure Sustainability Council of Australia

Natural resources are a precious commodity

Our products are dependent on quarrying. The manufacture of cement requires substantial amounts of energy. Efficient use of natural resources, aimed among other things at reducing CO_2 emissions, is a cornerstone of our business policy. Improving our energy efficiency, recycling waste, and replacing clinker with other mineral binders are the main thrusts of our efforts in this area.

The LafargeHolcim Foundation

The LafargeHolcim Foundation for Sustainable Construction promotes sustainable responses to the technological, environmental, socio-economic and cultural issues affecting building and construction at the national, regional and global levels.

To encourage innovative approaches to sustainable construction, the Foundation conducts activities including: the LafargeHolcim Awards competitions, the LafargeHolcim Forum symposiums, LafargeHolcim Grants seed funding for building initiatives and grants for research projects.

Living up to our social responsibility

Holcim has a longstanding commitment to the communities where our facilities are located. Frequently one of the largest local employers, we recognise our social responsibility. At Holcim we look to promote education and training, sustainable community development and improvements in local infrastructure. With innovative concepts, technical support, easy access to construction materials and sources of funding, Holcim gives larger sections of the population an opportunity to carry out their own building projects.

Design services and custom solutions

At every opportunity we endeavour to create value for our customers; we look for ways to adapt our designs or create new solutions to best meet the needs of their projects.

Our in-house design team of professional civil, structural, and hydraulic engineers, and drafters work closely with our customers to ensure we understand their requirements, and can provide a cost effective solution that meets the necessary specifications. We can often convert in-situ designs into a more cost effective precast option.

Custom solutions can deliver significant advantages to a project by reducing installation risks, time and cost, and the need for on-site skilled labour. Our quality controlled manufacturing processes ensures a high quality finished product.

We are a business committed to research and development, continually sourcing and innovating smarter technologies and designs to bring world class solutions to our customers.

Contact your Humes representative today to find out how we can design a solution for your project.

HumeSlab® bridge deck unit

Concrete pipes and headwall structure

Seawall units

Large box culverts and LinkSlab® units

Box culverts with post-tensioning ducts

Pipeline anchor blocks

Precast units for LNG processing train

Overflow chamber

HDPE lined access chamber

Skewed arch units

Our heritage

Below:
Humes pipes leaving Brisbane for Coolangatta, 1920s

Humes is immensely proud of our heritage and achievements as a company over the last century, with innovation and passion for what we do at the very core of our business. In Humes, our customers have a reliable, trusted and long-standing industry partner that is focused on delivering a quality solution to meet their needs.

Humes reached a significant milestone in November 2010, marking 100 years since entrepreneur Walter Hume invented his revolutionary method of making concrete pipes. His process, using centrifugal spinning, transformed the pipe manufacturing industry worldwide, and formed the foundation of Humes.

The Humes concrete pipe was a huge leap forward for Australia's urbanisation. It replaced the poor-quality hand-made pipes available at the time with a stronger, cheaper, more durable and reliable product for water supply, sewerage and drainage systems.

The Humes name soon spread overseas, and Walter began exporting his innovations around the world at a time when most other Australian companies were importing technology.

Humes has come a long way since those early days of 1910. Today, we manufacture over 500,000 tonnes of precast concrete products annually with a presence in every Australian state.

Humes has been the supplier of choice for many of Australia's largest infrastructure projects, beginning with the installation of sewer and water pipes in Australia's major cities in the early 20th Century. While the principle of Walter Hume's invention is still a significant part of our business, Humes has continuously responded to changing market needs by improving our manufacturing methods and evolving our product range with new mixes, linings, reinforcements and joints. With ongoing research and development, and by bringing together the best technologies and products from around the world, we have maintained our market leadership through the decades.

Quality management

The quality and reliability of Humes products and services are the foundation of our success. We aim to constantly develop and improve our solutions, whilst striving to exceed customer expectations.

We are committed to:

- continually improving processes and systems
- high standards of professional practice and ethical conduct
- total customer satisfaction
- never compromising the quality of our products.

Quality assurance is fundamental to all work undertaken by Humes and practiced by all personnel in their daily activities. The Humes quality management system operates under ISO 9001:2008 and is regularly audited for compliance with the standard by NCS International.

Humes maintain a high level of involvement with professional bodies to help set new performance benchmarks for our industry – we are a corporate member of both the National Precast Association of Australia (NPCAA), and the Concrete Pipe Association of Australia (CPAA).

The durability of Humes' concrete products has been critical to our success over the last century. We ensure our staff are fully trained on the finishing, handling, and placement of our products. Humes utilise internal laboratory facilities and external consultants to undertake rigorous testing of our raw materials and finished products to ensure they perform to the required specifications.

NCS INTERNATIONAL CERTIFIED QUALITY MANAGEMENT SYSTEM ISO 9001

Concrete Pipe Association of Australasia

NATIONAL PRECAST CONCRETE ASSOCIATION AUSTRALIA

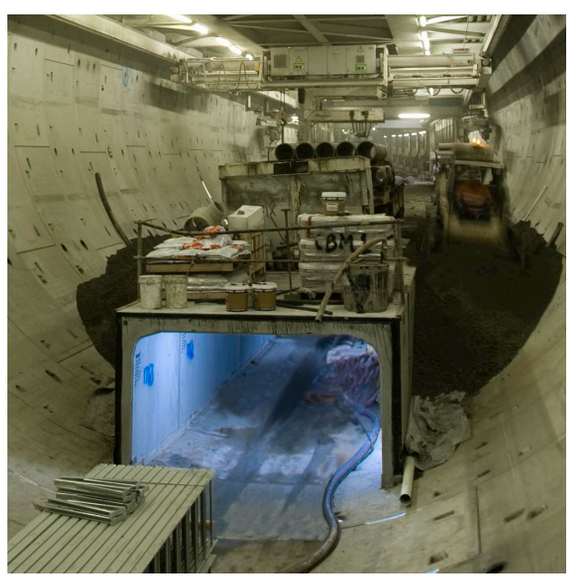
Project experience

Top:
Marine grade pipes with custom-made diffuser off-takes, Kwinana Outfall WA

Bottom:
Custom box culverts, Clem Jones Tunnel Brisbane

Humes has been involved in many major projects through which the business has demonstrated an ability to deliver to client specifications. Humes' reputation is well established in the civil construction and engineering market as a valuable and reliable partner.

The following pages provide a brief overview of some of Humes' involvement on major infrastructure projects.



Custom solutions

Pluto LNG project, Karratha – Culverts, Footings/Sleepers

- Woodside's $12 billion Pluto LNG Project at Karratha processes gas from the Pluto and Xena gas fields, located about 190 km north-west of Karratha, WA
- Humes supplied 6 types of retaining walls, 39 types of culverts and 64 types of footings/sleepers for the LNG processing train.

Kwinana Outfall Pipeline, WA – custom-made pipes and deck planks

- The pipeline is designed to discharge cooling water through an integral seabed diffuser array.
- Humes supplied DN1800 concrete pipes with custom diffuser off-takes for the outfall pipeline.
- Humes precast deck planks were used to create a temporary working jetty along the 320 metre pipeline to provide safe, all-weather access.

Ballina Bypass, NSW – precast arches

- The bypass project involved the upgrade of 11.5 km of dual carriageway road on the approaches to Ballina.
- Humes supplied three arch structures designed to meet the following design challenges; a steep gradient of 13.5 degrees, soil movement of 50 mm, asymmetrical loadings, and the tightest centreline radius on an arch ever built in Australia.
- The three arch structures involved 36 standard 18600T arch units, 38 skewed 18600T arch units, and fifteen 15650T arch units including two tapered arch units, six spandrels and fifteen wing walls.

Clem Jones Tunnel (Clem 7) , Brisbane – custom box culverts

- The tunnel is one of the largest infrastructure projects ever undertaken in Queensland, linking Bowen Hills and Woolloongabba with a 6.8 km tunnel under the Brisbane River.
- 3,737 specially designed box culverts were supplied to create the service duct. The custom design reduced the weight and increased the robustness and constructability of the final service tunnel.

Stormwater solutions

Legacy Way, Brisbane – StormTrap® detention system

- Legacy Way is a 4.6km road tunnel connecting Brisbane's Western Freeway with the Inner City Bypass.
- The StormTrap® system was chosen as a fire fighting water sump for the tunnel because it could be customised to meet the client's stringent traffic, durability, future-proofing and safe access requirements.
- The system is located at the Eastern Porta and covered by road structure and fill, up to two metres deep.

Fiona Stanley Hospital, WA – StormTrap® detention and infiltration system

- The $2 billion Fiona Stanley Hospital, completed in 2014, is a leader in clinical care, research and education and was the largest building infrastructure project ever undertaken by WA.
- Six StormTrap® systems for stormwater detention and infiltration, and a 219 cubic metre RainVault® stormwater harvesting system were used.
- The StormTrap® system has a storage capacity of 12.4 megalitres and was ideal for this project due to the limited above ground space available for such a large detention volume, structural integrity, and ease and speed of installation.
- The StormTrap® system is fully trafficable to SM 1600 traffic loadings, and so was suitable to place under site roads and carparks.

Riverstone Crossing, Gold Coast – RainVault® harvesting and reuse system and HumeGard® and HumeCeptor® stormwater treatment systems

- A one megalitre RainVault® system, HumeGard® Gross Pollutant Trap (GPT) and two HumeCeptor® units were installed at the residential community.
- The RainVault® system is used to irrigate one hectare of entry statements, parklands, and open spaces.
- The HumeGard® GPT was the primary filter while the HumeCeptor® units were installed as secondary filters. These treatment devices work in unison with the RainVault® system to deliver a sustainable water management plan for Riverstone Crossing.

Top: StormTrap® detention system – Legacy Way, Brisbane

Middle: StormTrap® detention system – Fiona Stanley Hospital WA

Bottom: RainVault® harvesting system – Riverstone Crossing QLD

Sewage transfer and storage solutions

Alphington Sewer Upgrade, VIC – Segmental shafts and HDPE lined J series jacking pipes

- Upgrade of a century old brick sewerage system in Melbourne's Alphington to service the community for the next 100 years.
- Humes supplied precast segmental shafts up to nine metres in diameter and in excess of 10 metres deep for the jacking launch and receival shafts.
- DN1500 J series jacking pipes were supplied with a high density polyethylene (HDPE) lining cast into the inside surface of the pipe, to protect against hydrogen sulphide corrosion. Several interjack stations were also supplied to assist with installation.

Alkimos Wastewater Scheme, Perth – AKS HDPE concrete pipe

- The $360 m Alkimos Wastewater Treatment Scheme is one of the most significant sewerage infrastructure projects to be built in WA in recent years.
- 1,450 metre of DN1950 and DN1200 AKS HDPE lined class 4 and 6 pipes, and specials were supplied for the open section of the Quinn's Main Sewer. To ensure the 100 year service life the project demanded, stringent quality assurance and testing including type-testing to AS4058-2007 Precast Concrete Pipes, and additional load and water absorption tests.

Tunnel and shaft solutions

Sydney Desalination Pipeline – Segmental Shafts

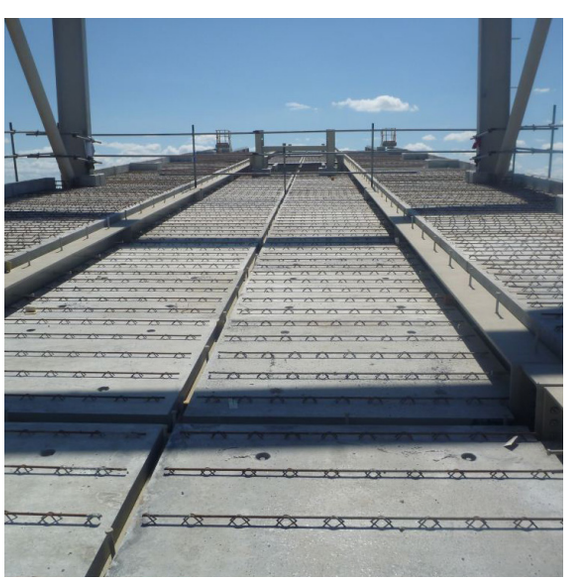
- The Sydney desalination plant and pipeline has been built to deliver up to 250 mega litres of water a year, and at full capacity will supply up to 15 percent of Sydney's water needs each year.
- Humes were commissioned to design and supply segmental shafts for the construction of two temporary shafts, with a 7.5 metre internal diameter and a depth of approx 12-15 metres.
- The shafts reduced plant and personnel numbers for installation, reduced noise pollution, and reduced hazards as operatives were not required to work inside the shaft during construction (using the caisson method).

Melbourne Main Sewer Replacement – Tunnel lining segments

- The replacement of a 2.3 km section of the Melbourne Main Sewer was constructed using a tunnel boring machine (TBM) with most work taking place at least 10 metres underground.
- Tunnel lining segments are installed into the tunnel behind the cutting face of the TBM. The segments hold back any cave-ins and ground water during construction – grout is sprayed in between the precast segments and the bored earth behind.

Left:
AKS HDPE lined pipes – Alkimos Wastewater Scheme WA

Right:
HumeSlab® precast formwork – Wiggins Island QLD



Bridge and platform solutions

Bruce Highway Upgrade - V2C, QLD – Prestressed deck units, Prestressed piles, Large box culverts and SRCP

- The project involved duplicating a 7km section of the Bruce Hwy at Townsville's southern approach from two lanes to four lanes.
- Key elements of the project included supply of 34 prestressed bridge decks for a bridge over Stuart Creek, 540 pipes for a 30 cell pipe structure at Cluden Bend and 105 prestressed bridge decks and large box culverts for a four lane railway overpass.
- For the railway overpass Humes supplied its widest box culverts, 3600 mm span, which had to be custom designed to withstand massive pressure due to more than nine metres of fill being placed on them.

St Lawrence Creek Bridge Replacement, St Lawrence – Girders with encased Cathodic Protection (CP), relieving slabs and walkway panels

- Queensland Rail (QR) undertook a $28 m upgrade of the St Lawrence Creek Rail Bridge, a low level structure where most of the superstructure and substructure is in the tidal splash zone.
- Humes supplied 25 metre concrete girders with encased Cathodic Protection, 70 precast diaphragms, four relieving slabs, and 60 walkway panels.

Ipswich Motorway Upgrade, Brisbane – Precast arches, box culverts, link slabs, noise walls and drainage pipes

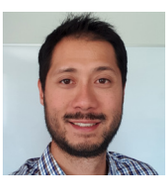
- A 15 metre precast arch spans Bullockhead Creek, accommodating a two lane road, a pedestrian/bicycle path underneath, and providing access to a local road.
- 28 arch units were installed on an in-situ concrete strip foundation, six wing walls and two spandrel walls were used at either end of the arch to retain backfill, direct water flow and enhance the appearance of the arch. The 50 metre long bridge took approximately one week to construct. Additional products supplied were large box culverts, link slabs, noise walls and concrete drainage pipes.

Top:
Prestressed deck units – Bruce Hwy upgrade V2C

Middle:
Girders with encased Cathodic Protection – St Lawrence Ck, QLD

Bottom:
Precast arches – Ipswich Mwy upgrade, Brisbane

Executive team



From top:
Guido Dewilde;
Marc Dickeson;
Ken Weier;
Paul Casemore;
Francis Chou

The recruitment and retention of experienced and skilled staff ensures the consistent and professional delivery of our products and services. Our long term staff contribute valuable knowledge and skills training to ensure our products and service are of a consistently high standard. Of the more than 600 employees at Humes, 48% have been employed with us for greater than five years, and approximately 15% have been employed with us for over 20 years.

Guido Dewilde, Executive General Manager

Guido has a professional background in manufacturing with experience spanning more than 25 years in the steel and precast concrete industries. With a Masters degree in Economics and an MBA from the University of Brussels, he has worked in various sectors of the manufacturing industry, including industrial equipment, Steel, Precast and Concrete in leadership and management roles. With over 20 years experience in Humes and Readymix, he has a passion for collaborative innovation and a strong focus on favourable customer outcomes, delivering cost-saving outcomes in construction, installation and commissioning.

Marc Dickeson, Area Manager North Queensland

As a Townsville local for almost 20 years, Marc has a strong construction industry background underpinned by a Diploma of Project Management and Bachelor in Civil Engineering. Marc has spent the past 10 years in various senior construction positions and operational roles. He has a track record of focusing on improvements in safety, quality and people through a passion for continuous improvement reinforced by change management principles.

Ken Weier, Area Manager Central Queensland

Ken is a Civil Engineer and began his career at Humes in 1994 having held roles in Sales and Operations throughout Queensland and New South Wales. He is experienced in the manufacture of large precast and prestressed products and has successfully negotiated and delivered many significant projects in the road, rail, gas, ports and mining sectors. He is highly focused on working with the client to discuss options and deliver the best solution for each project.

Paul Casemore, Area Manager South East Queensland

Paul has worked in a variety of senior sales roles in the construction industry for over 20 years, starting his career with Humes in 1994. He is committed to providing exceptional customer service by working closely with customers to achieve a common goal. He has a Bachelor of Business (Marketing).

Francis Chou, Area Manager Northern New South Wales

Francis is a chemical engineer with nearly 20 years experience in the construction industry, both in Australia and the U.S. He has expertise and experience across a range of roles including business development, procurement, project management, site operations and management. Francis is committed to health and safety, quality with a strong focus on customer satisfaction, sustainability, and people.

Charlie Breia, Area Manager Southern New South Wales

A civil engineer with over 25 years experience in the concrete and precast industries, and 17 years with Humes. He has experience in all facets of design, production, and project management which make him a great asset on any major project.

Nigel Chamberlain, Area Manager Victoria

Highly Experienced Manager with extensive Sales and Operational Experience. 18 years experience in engineering, construction and precast concrete manufacturing on major infrastructure and resources projects. Broad range of business experience from sustained growth of a small private into a large manufacturer as well as management of business units within a large multinational (Holcim).

Simon Cooke, Area Manager South Australia

Qualifications are a Diploma in Mechanical Engineering and an MBA, both from the University of South Australia. The last 20 years have been in General Management of Precast Concrete and Steel Fabrication businesses and in Project Management of Structural Steel Projects at various locations around Australia. Early working years were involved in R&D and Product Design where skills learnt are applied to deliver practical solutions to reduce costs and lead times and improve quality for our customers' projects today.

From top:
Charlie Breia;
Nigel Chamberlain;
Simon Cooke;
Damien Collis;
Patrick Oliver

Damien Collis, Area Manager Northern Territory

Damien has over 30 years experience as an engineer and manager in the civil construction industry; primarily as a contractor building bridges, wharves, roads and other civil infrastructure in the Top End and remote parts of Northern Australia.Damien also spent time in both local and state government authorities and a number of years in precast concrete manufacture. He is able to apply a balanced perspective to construction challenges and use his diverse experience in the development of practical precast solutions.

Patrick Oliver, Area Manager Western Region

Patrick has a degree in Construction Management and a Financial MBA. He came to Humes in 2004, with substantial experience in the manufacture of precast and prestressed concrete products for large resource and infrastructure projects in WA. He has a strong background in a number of precast and prestressed plants and managing large construction projects overseas.
Patrick can provide a solution based approach to large construction and infrastructure projects.

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Health & Safety Policy

Australia and New Zealand

June, 2019

Holcim Australia & New Zealand is a member of LafargeHolcim, the global industry leader in the building materials industry.

Health and Safety is our overarching core value.

We conduct our business in a manner that creates a healthy and safe work environment for all stakeholders (employees, contractors, communities and customers).

Through strong safety leadership, safe behaviour and continuous improvements of our health and safety management systems, we commit to *zero*Harm.

Our Commitment

We will:

- Lead to ensure safe, healthy and secure operations for employees and contractors.
- Provide adequate resources to effectively implement the Safety and Health Policy.
- Establish measurable objectives and targets to ensure continuous improvement
- Develop, maintain, monitor and review Health and Safety Management Systems designed to continuously improve our performance and risk control effectiveness.
- Identify, assess, manage and thoroughly investigate our safety and health risks.
- Comply with applicable legal, regulatory, industry and corporate requirements.
- Communicate and consult openly with all stakeholders on relevant health and safety issues.
- Provide instruction, training and supervision to improve understanding of workplace hazards, procedures and safe behaviours.
- Recognise health and safety achievements within our business.
- Foster a reporting culture.
- Hold our people accountable for their actions, inaction and behaviours
- Manage injuries or occupational illnesses that occur as a result of work.

George Agriogiannis
Chief Executive Officer

zeroHarm

Reviewed: June 2019

Next Review Due: June 2022

Holcim

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Policy

Environment Policy

June 2019

1. Framework

The Holcim Australia & New Zealand (HANZ) Environment policy is an integral part of the HANZ policy landscape. This policy should be read in close conjunction with the policies and directives listed in Annex 2.

The environment policy comprises:

- Scope
- Policy Principles
- Annex 1: Responsibilities
- Annex 2: LafargeHolcim policies and directives related to the HANZ Environment Policy
- Annex 3: Recommendations related to the policies
- Annex 4: Definitions and Abbreviations

2. Scope

2.0 Applicability

The scope of the Environment Policy covers the management of all Holcim operations (active and inactive) throughout Australia and New Zealand including its subsidiaries and agents.

In associated companies or joint ventures where Holcim does not exercise equity or management control, the responsible Executive Committee Member will establish that the associated company or joint venture is aware of the HANZ Environment Policy and will encourage its adoption or at least essentially equivalent standards by such associated company or joint venture.

2.1 Content in scope

This Policy addresses the impacts associated with the interaction between our operations and the environment in terms of their nature, their source and their consequences. The management of specific environmental aspects are defined in more detail in the policies and directives listed in Annex 2.

3. Policy Principles

HANZ is committed to providing positive contributions to the community, the environment and our business by continuously improving environmental performance and focusing on sustainable development.

Our Environmental Policy contains four main pillars, under which we have assigned principles to guide our business, so that our day to day activities are carried out in a manner which minimises and improves our impact on the environment.

3.0 Management Systems

- All operations shall use an effective Environmental Management System (EMS) that aligns with the requirements of ISO14001 to manage overall environmental responsibilities and performance.
- All operations shall comply with all applicable environmental laws, regulations, standards and voluntary agreements applicable to our products and operations.
- We promote our commitment through training and integrate the consideration of environmental issues into business decision-making.
- We engage with customers to develop sound environmental practices and expect our contractors and suppliers to respect and comply with our environmental policies and procedures.
- We set corporate objectives and targets and undertake regular audits of environmental performance to monitor our progress.

3.1 Environmental Impacts

- **Process Improvement:** We assess and measure our environmental impacts, continuously improve processes, tools and capabilities and promote best practices in our industry. We encourage analysis of impacts through the life cycle of our products and solutions.
- **Release of pollutants:** We identify, develop and implement effective controls to monitor, minimize or prevent the release of pollutants to the environment (air, water, and soil) from our operations.
- **Climate Change:** We strive to reduce our impact on climate change through the development, manufacture or promotion of innovative and sustainable products and solutions, optimizing the use of energy, and where appropriate the use of renewable energy sources.
- **Water:** We minimise our impact on water resources by limiting water withdrawal through the use of recycling, the promotion of water efficient practices and a responsible management of water discharges.
- **Quarry Rehabilitation:** We develop a rehabilitation plan for all quarry sites that takes into account the needs and expectations of our stakeholders and, where feasible and relevant, fosters wildlife habitat creation and contribution to the conservation of species.

- **Biodiversity:** We implement biodiversity management plans for all relevant extraction sites and work to protect important areas or habitats and facilitate the conservation of heritage artifacts discovered during site development and quarry operations.

- **Local impacts:** We assess, and appropriately mitigate, our impacts on surrounding communities in regards to fugitive dust, noise, vibrations, and traffic.

3.2 Resource Utilisation

- We promote eco-efficiency, conservation of non-renewable resources and recycling of secondary materials.
- We pursue the optimal utilisation of resources and the reduction of waste.

3.3 Stakeholder Relations, Monitoring & Reporting

- We are open, honest, and accountable to our stakeholders.
- We effectively engage and communicate with stakeholders in relation to environmental matters.

George Agriogiannis
Chief Executive Officer

Original dated: May 2016	Revision Dates: June 2019
Version dated: June 2019	
Responsible Group Executive Committee Member – George Agriogiannis / CEO HANZ Responsible Person – Garry Pirie / Environmental Lead – Holcim Australia	

Holcim

Strength. Performance. Passion.

Quality Policy

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

Issue date: 12 June 2020

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

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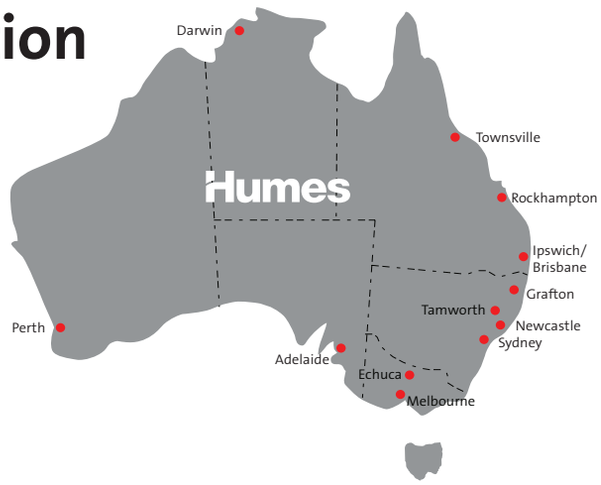

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