



BUSINESS VALUES POLICY

Island Block and Paving is Tasmania's largest independent manufacturer of concrete masonry products - principally blocks, bricks, pavers and retaining wall products; including a number of patented retaining wall systems. The company continues to provide a diverse and extensive product range to meet the needs of our clients and customers. The Island Block and Paving product range services the entire Tasmanian building industry, incorporating the commercial, residential, civil and landscape sectors; as well as the general public and DIY markets. Additionally the company will continue to develop unique products in line with changing market conditions and demands. It is our policy to maintain efficient and effective quality, safety and environmental management system, which meet our legislative responsibilities, and the compliance requirements of the current international standards ISO 9001, ANZS 4801: and ISO 14001. We continually strive to be the best in every aspect of our business by fostering a culture of trust, responsibility, high expectations and open communications with our clients, customers and suppliers. Plant and equipment is continually upgraded to assist in achieving and maintaining our business values.

QUALITY, SAFETY AND ENVIRONMENTAL OBJECTIVES

Business Goal: Our business goal is to be profitable and maintain a sustainable, safe and environmentally; responsible business that provides a strong return to shareholders.

Business Management Process: Our business systems will conform to the current requirements of the ISO 9001, ANZS 4801 and ISO 14001 standards and all other legislative requirements.

Quality Principles: Quality derives from an ongoing and demonstrated management / staff commitment to service and excellence.

Customer Focus: To assess and monitor customer requirements. Quality begins and ends with the customer and we strive to always satisfy their needs. This is reflected in our product range and flexibility – both as individuals and as a company.

Relationships: To build mutually beneficial relationships with clients, customers, the community and our suppliers.

Innovation: To research and develop unique products when market opportunities are identified; and ensure any new product is protected by patent where possible.

Continual Improvement: Through the regular review of client and customer satisfaction and company management systems we aim to measure, evaluate and to continually improve business performance, processes, products and services.

Workforce Improvement: Together with a commitment to a detailed induction process, continual training and a focus on employee safety and well being, to create a culture whereby any member of the company is empowered to contribute to the ongoing success of the company.

Safety and Environment: To identify and implement effective control measures for all safety and environmental hazards and risks associated with our business. Island Block and Paving aims to maintain a zero harm record; and to develop and implement safe and environmentally sustainable systems and work practices.

Signed Phil Thurlow

Date 4th October 2013

GENERAL MANAGER ISLAND BLOCK & PAVING