

QUALITY POLICY

Orrcon Steel Manufacturing recognise that our success depends on our ability to meet or exceed the needs and expectations of our customers, employees, and the communities in which we operate. We understand that a flexible approach to market opportunities is necessary, while the quality of our **steel pipe & tube** and customer service are critical. “**We'll see it through**” is our statement that says a lot about the Orrcon Steel Manufacturing business and the people who work for us. It is a part of our culture of being honest, ethical, and reliable and it reflects our relationships both internally and externally.

Our quality objectives are to:

- Perform strategic planning considering risk and opportunities, develop and communicate business objectives and assist the organisation to work toward them in a prioritised and systematic way.
- Ensure that suitable and adequate resources are available to meet strategic plans, operational requirements, and continuous improvement of the Quality Management System.
- Monitor and review the requirements of customers and other interested parties and have capable systems and processes in place that achieve their intended results.
- Measure and evaluate our performance and capabilities and undertake decisions based on facts, data, and a consideration of risk.
- Continuously improve business efficiency by monitoring, reviewing and developing our systems, processes, products and services.

To meet these quality objectives Orrcon Steel Manufacturing's Leadership Team are committed to providing direction, and adequate resources to:

- Continually strive to improve the suitability and performance of products and services to our customers, while actively pursuing cost and scheduling improvements.
- Prioritise the safety, health and wellbeing of our teams and the sustainability of the communities and environment in which we operate.
- Build capability and a positive attitude, through employee recruitment, training, education, support and communication. Enhancing our competitive advantages through a talented, inclusive, and diverse workforce.
- Contribute to the Company Purpose by relating customer and community expectations, business objectives and product quality requirements to strengthen our future.
- Investigate and respond to enquiries, concerns, and issues from customers & other interested parties, in a way that meets and exceeds their expectations.
- Comply with applicable laws, regulations and standards. Where these do not exist and are deemed necessary, we adopt and apply internal standards, which reflect the Company commitment to [Our Bond](#).
- Maintain, continually develop and improve a Management System that meets the requirements of **AS/NZS ISO 9001**, and **AS ISO/IEC 17025** for our Laboratory Testing Facility.

Tony Schreiber

General Manager - Orrcon Steel Manufacturing

