



QUALITY & ENVIRONMENT POLICY **(Wood Processing Operations)**

This Policy outlines the commitment of all Juken New Zealand Ltd (JNL) processing sites to Quality and the Environment. We will:

- **Provide** our customers with products and services which meet their requirements in full and on time.
- **Seek** to continuously improve our quality and environmental performance, thereby enhancing customer and stakeholder satisfaction - by periodically reviewing policies and procedures and by setting and reviewing measurable targets, objectives and specific actions.
- **Comply** with all relevant international and New Zealand statutory, regulatory and industry best-practice standards, including:
 - The ISO 9001 (Quality) and 14001 (Environment) Standards.
 - The FSC Chain of Custody Principles and Criteria (as achieved).

We will implement procedures and programs to ensure such compliance, including our best efforts to avoid trading, obtaining or using wood from sources or by means that breach FSC requirements.

- **Measure**, monitor and maintain, wherever possible, the quality, integrity and efficiency of our processes, products and effects through the application of TPM principles and practices.
- **Ensure** that all employees performing work affecting product quality and integrity and customer satisfaction, and whose work may have a significant impact on the environment, are competent through education, training, skills and experience. We will ensure that the performance of suppliers is monitored and managed.
- **Implement** management systems, procedures and practices to ensure that our activities do not pollute or pose a threat to the environment. We will minimize risk to and protect the environment, our employees, contractors and the communities in which we operate by employing best practices and standard operating procedures. We will be prepared for emergencies to mitigate any adverse environmental effects.
- **Communicate** our quality and environmental commitment and performance to our employees, contractors, customers, communities and national and local authorities.

H. Kawado
Managing Director