

QUALITY ASSURANCE POLICY

Haden will adopt, lead and fully support a formal and continuing program of review, evaluation and improvement of our operations at all levels and across all businesses, and will provide our customers with the highest quality products and services that meet or exceed their needs, requirements and expectations.

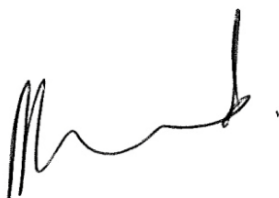
Haden believes in the importance attached to Quality Assurance Systems and Control and the need to establish clear goals and strategies to implement and monitor preventative programs, practices and responsibilities. It is our policy to comply with all requirements of ISO 9001:2008 Quality Systems, relevant New Zealand Standards, Engineering Codes and approved Codes of Practice. Through a process of continual improvement, we ask all employees to strive to achieve zero tolerance toward errors, non-conformance and non-acceptable standards of work. The Management team will:

- Accept their responsibilities stated within the company policies and procedures;
- Make every reasonable effort to provide correct information to employees on time, every time to allow successful completion of works and services;
- Develop quality awareness throughout the company;
- Ensure all supervisory staff are aware of and accept their responsibilities to implement and integrate company policies and procedures in the workplace; and
- Establish and review measurable objectives.

In return, Haden seeks the co-operation of all employees through consultation and involvement to:

- Follow company policies and procedures and applicable standards at all times;
- Maintain and respect all materials and equipment provided;
- Use and maintain tools, inspection and test equipment in the proper manner; and
- Co-operate with, support and promote Quality Assurance and Control in the workplace.

To achieve this policy, the full co-operation of every member of the organisation is expected. My signature records my personal commitment to implementing the requirements of this policy.



Keith Blind
General Manager, New Zealand

October 2010



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