QUALITY POLICY

PURPOSE

Primero is committed to continuously improving all aspects of our business on a consistent level ensuring our internal, and external stakeholder requirements are met and where possible exceeded on a regular basis. This Policy applies to all Primero personnel, contractors, and visitors affiliated with Primero across all projects and operations.

OUR AIM

- Commit to and promoting the standard of AS/NZS ISO 9001 by continually improving our Integrated Business Management System (IBMS) and alignment with the Primero Charter.
- Demonstrate our commitment to our clients by operating with the upmost integrity in our dealings and delivering on the promises we make.
- Building proficiency within the business, ensuring the IBMS is created with continual improvement in mind, monitored on a regular basis, and communicated throughout Primero.
- Providing a standard of continuous improvement of the services we provide across all disciplines and products by ensuring a robust management review process is implemented.
- Strategically select and monitor the performance of our suppliers and subcontractors to ensure our commitments to our clients are met.

OUR ACTIONS

- Integrated Business Management System (IBMS) - Continually improve by growing with experience and leveraging off the processes that exist.
- Quality Targets & KPI's – Aligning these with key stakeholder expectations, ensuring beneficial outcomes for all.
- Suppliers and Subcontractor Management – Prequalify, requalify, and monitor progress and performance. We will away look to strengthen our service offerings by establishing meaningful partnerships with our suppliers and subcontractors.
- Performance Development and Training – Ensure our people grow within the business, are provided with the opportunity to contribute to business performance and nurture the IBMS as a result of this.
- Management Review – Ensure business risk is mitigated, and opportunities are made a reality by ensuring a data driven decision making process exists.
- To develop a strong understanding of how our business utilises the IBMS and how it aligns to the relative project lifecycle and phases of our projects.

Cameron Henry

Cameron Henry
Chief Executive Officer and Managing Director