

BRIDGESTONE MINING SOLUTIONS AUSTRALIA PTY LTD

QUALITY POLICY

Bridgestone Mining Solutions Australia Pty Ltd (BMSA) is fully committed to and constantly strives to achieve the goals of the Bridgestone Global Philosophy, which incorporates "The Bridgestone Mission & Essence, Safety Mission Statement, Quality Mission Statement and Environmental Mission Statement".

The Bridgestone Mission & Essence are the core of the Global Philosophy.

Mission

Serving Society with Superior Quality

Essence

Seijitsu - Kyocho	Integrity and Teamwork
Shinshu - Dokuso	Creative Pioneering
Genbutsu - Genba	Decision-Making Based on Verified, On-Site Observations
Jukuryo - Danko	Decisive Action after Thorough Planning

BMSA will through innovation and employee engagement, continuously strive to achieve unparalleled quality, delivering customer value and trust in all products and services.

Bridgestone Corporation has established comprehensive policies, measurable objectives and operational procedures and supplied products are manufactured in accordance with these procedures.

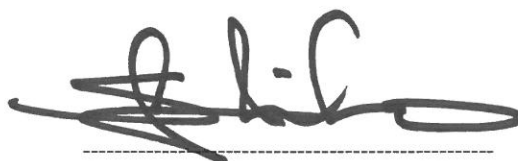
All employees accept their share of responsibility for identifying customer needs and expectations and ensuring that the delivered level of customer service meets or exceeds these expectations whilst complying with all legal and contractual obligations.

BMSA management will take effective action to ensure resolution of problems leading to continual improvement in operating practices. This policy of continual improvement coupled with the provision of adequate human resources and a clear understanding of customer requirements will lead to strengthening consumer confidence in our ability to provide excellent products and service.

To ensure our continuous improvement and delivery of quality, BMSA undertakes to:

- ✓ Provide staff access to all procedures and they are trained in their implementation
- ✓ Encourage staff to have an ongoing commitment to the application of our policies and procedures
- Enhance our reputation as a customer valued organisation
- ✓ Set targets and identify key points in our processes to maintain standards and consistent outputs

The success of our Total Quality Management System is measured by monitoring and reviewing the proactive requirements of our systems to ensure agreed standards of compliance are met and opportunities for improvement are identified.



Steve Niho - Chief Executive Officer

Date Signed: 1 August 2019

Date to be Reviewed: 1 August 2021