



QUALITY POLICY

Baileys Fertilisers strive to supply products and services which meet or exceed the consistently high level of quality we know our customers expect. As such, Baileys Fertilisers is committed to complying with the quality requirements of the ISO9001 Quality Management Systems standard, in addition to all statutory and regulatory requirements.

This commitment applies to **all** products and services provided by Baileys:

- Manufacture of proprietary brand fertilisers for use in the horticultural, agricultural and turf sectors,
- Manufacture of specialised custom fertilisers,
- Manufacture of potting mixes and soil amendments, including products that conform to AS3743 and AS4454,
- Fertiliser application operations to customer requirements,
- Efficient and accurate handling and dispatch of customer orders, including on time delivery of quality products that our customers are satisfied with and that represent value for money.

At Baileys, we believe that quality is the key to our success and our quality management system provides significant benefits for our business. Our commitment to quality does not stop with the products we manufacture and the services we offer, but extends to our entire operation. We are committed to reviewing and continually improving our products, services, processes, procedures and quality management system to ensure our customers receive the best we can offer.

Baileys Management is committed to:

- Supplying the resources to ensure the quality management system and focus on customer satisfaction are maintained,
- Ensuring the purpose, importance and responsibilities of the quality management system are communicated to relevant parties,
- Demonstrating leadership and accountability by reviewing the quality management system to ensure effectiveness, appropriateness and support for the strategic business direction,
- Setting and monitoring key performance indicators based on review of our business activities and intended outputs as defined in our Quality Manual.

All employees of Baileys are expected to comply with and improve the quality management system according to their role within the business.

Page 1	Name	Position	Signature
Prepared By	James Bailey	General Manager	
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