



# Black Diamond Drilling Services

AUSTRALIA PTY LTD ABN 17 607 927 560

## QUALITY POLICY

Established in 2015, Black Diamond Drilling Services Australia Pty Ltd is a stockist and supplier of rock drilling tools and consumables to the mineral exploration, mining, water well and geotechnical sectors of the mining, resources and construction industry. Our clients are primarily drilling contractors and mining companies.

This Policy Statement represents our commitment to understand and comply with all client/contractual and other statutory and regulatory requirements in order to ensure absolute client satisfaction with the quality of the services we provide.

We use ISO 9001 as a benchmark to achieve this goal, support our strategic direction, and as a tool to increase our efficiency and effectiveness and further differentiate ourselves from our competitors: we understand that exceptional client service is the key to our success.

Specific goals under this Policy are to:

- Train, educate and mentor our staff and other personnel under our management about the obligations, responsibilities and standards required to achieve total contractual compliance and a client-focussed culture;
- Remain leaders in our industry in terms of supplying the highest quality client service;
- Undertake a structured approach where regular assessment of risks and opportunities affecting product/service conformity, and monitoring of processes results in the continual improvement of our service quality;
- Foster a culture whereby all staff and personnel under our influence are actively engaged in, and are committed to, complying with and enhancing our systems and procedures, and meeting all applicable requirements of our clients and other interested parties. This will continually improve our effectiveness and overall client satisfaction;
- Establish, monitor and review measurable quality objectives and targets to ensure continual improvement aimed at enhancing our reputation and our ability to supply product in full accordance with client requirements, and continual improvement of our Integrated Management System;
- Openly communicate this Policy to all interested stakeholders including the general public.

This Policy Statement is to be communicated as part of our corporate induction. Uncontrolled hard copies may also be displayed to maintain visibility and awareness and provided to any interested stakeholder on request.

It is to be reviewed and revalidated annually as part of Management System Review.

Managing Director

Date 15 September 2021

---

Perth Head Office  
52 Distinction Road, Wangara WA 6065  
Tel: +61(0)8 6365 5660  
Email: sales@bddrill.com.au  
Web: www.bddrill.com.au