



Quality

POLICY

1. Purpose

To provide an outline of Brightwater's commitment and intent in terms of the Quality Process in accordance with its documented Quality Systems, Legislations and Customer requirements. It is also to identify and define responsibility for Quality Management in accordance with ISO9001: 2008 Clauses 5.1, 5.3, 5.5.1 & 5.5.2.

2. Scope

All BG employees and contractors. This policy applies to the operation and management of Brightwater's ISO9001: 2008 certified quality management system.

3. Definitions

BG	Brightwater, all divisions
QMS	Quality Management Systems

4. Roles and Responsibilities

Role	Responsibilities
Design & Business Systems Manager	<ul style="list-style-type: none"> • Ensure that processes needed for the quality management system are established implemented and maintained. • Report to the management team on performance of the quality management system including any need for improvement. • Ensure the promotion of awareness of customer requirements throughout the organization.

POLICY DESCRIPTION

BG is committed to providing customers and users within the company with products and services that meet their requirements and expectations.

BG will identify its customers, determine and agree their requirements, along with supplying products and service to the agreed standard.

To achieve this, it is the policy of BG to have effective quality systems in place that comply with the requirements of ISO 9001:2008 standard, and that quality should extend to designated business units which operate under the standard.

5. Rules and Guidelines

Topic	Rules and Guidelines
Quality System	<ul style="list-style-type: none"> • To demonstrate that the company is dedicated to the ongoing development and continuous improvement of its Quality System, management shall ensure the necessary resources are allocated to enable its employee's to successfully achieve the documented outcomes of its quality systems, focusing on prevention of defects along

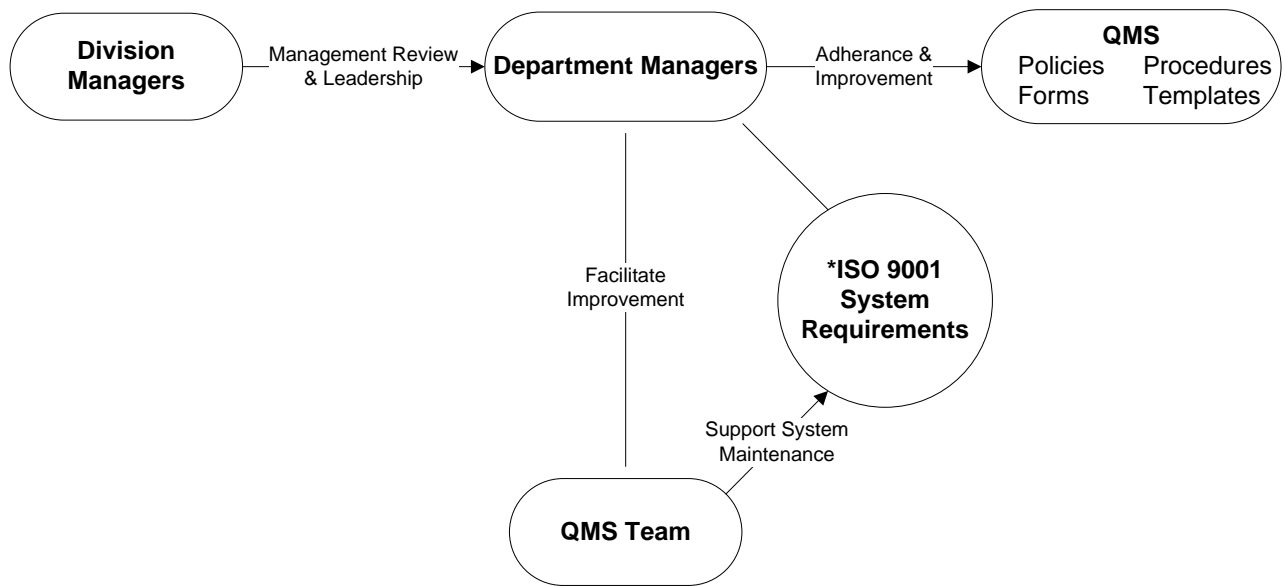
	<p>with corrective action, based primarily on root cause identification and elimination.</p> <ul style="list-style-type: none"> The Directors and management of Brightwater have committed themselves to lead and support the development and maintenance of the quality process for the benefit of employee's, the group, and its customers, by ensuring that the company fosters involvement and a sense of ownership among employee's regarding the companies quality performance, by providing ongoing skills training and promoting open communications to maximise employee contributions.
Suppliers	<ul style="list-style-type: none"> Brightwater will seek to establish long term, open relations with its suppliers and assure that company requirements are accurately specified and communicated.

6. Quality System Overview



7. Management Organisation Chart

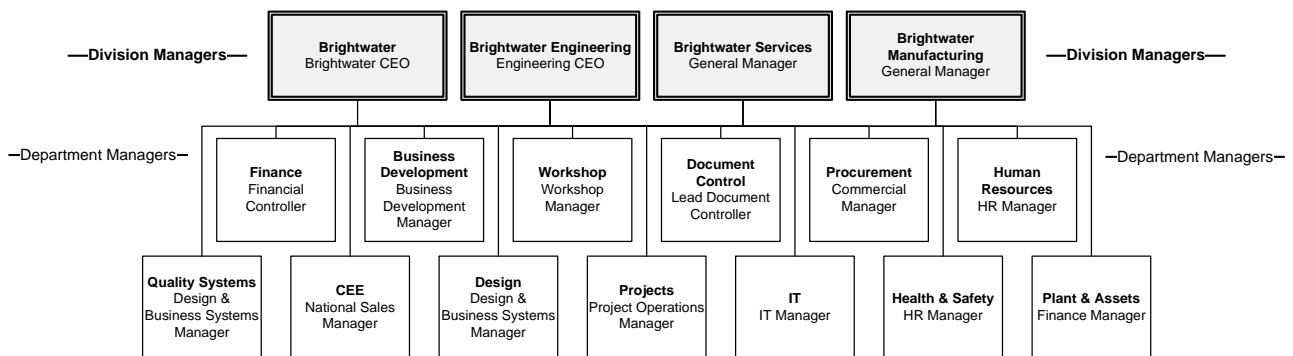
Brightwater Management responsibilities in relation to implementing the requirements of the quality systems are indicated on the chart below.



*ISO 9001 System Requirements

Document Control	Audits Internal / External
Continuous Improvement	Corrective Action
Customer Feedback	QMS Maintenance & Improvement

8. Brightwater's Quality Management System Organisational Chart & Delegated Responsibilities



9. References

ISO 9001: 2008 Standard
 Brightwater's Quality Management System.

10. Policy Statements

The Quality Policy Statement follows.



Quality Policy Statement

Brightwater provides solutions that add value to our customers' business, and shall ensure that:

- Customer requirements are clearly defined and expectations fully met
- Total commitment to completing all activities on time and to specification
- Responsibility is appropriately assigned for all activities
- Client and Supplier feedback is encouraged and acted upon
- Customer relationships are developed into long term partnerships
- Those Brightwater businesses within that operate under ISO9001:2008 certified Quality Management Systems comply with, and meet the requirements of those systems
- Brightwater's goal is 'the active focus on continuous improvement'

In achieving these objectives Brightwater will remain competitive in the market place and a market leader in providing quality products, services and solution based innovation.

Chris Ellis
Chief Executive Officer
Brightwater

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