

1.7 QUALITY POLICY STATEMENT

The following Quality Policy Statement is included within section 4.1.1 of the CSI Quality Policy Manual:

Corrective Services Industries – CSI is the corporate name for commercial operations within publicly operated Correctional Centres throughout NSW.

These operations embrace manufacturing, primary industry and service based pursuits including the manufacture of metal, timber, upholstery, textile products, food services, ready to eat food, agricultural and horticultural production, and the provision of printing, buy ups, packaging and laundry services, facilities maintenance and construction.

CSI has adopted the International Standard ISO 9001:2015 as the model for its internal Quality Management System including Codex Alimentarius International Food Standards as its Food Safety Program and Food Safety Standards Australia and New Zealand (FSANZ).

The business operations of CSI are conducted in an ethical and socially responsible manner, actively seeking to satisfy customer expectations by effectively and efficiently building trust.

CSI's commitment to quality is to manufacture and deliver products and services that conform to agreed customer specifications and/or acceptable CSI specifications maintaining consistency in quality where their intended end use, is fit for purpose.

The Quality Objective for CSI is to strengthen quality culture within CSI Business Units through continuous improvement of process capability and productivity, training, process control, problem prevention, and risk assessments rather than defect detection.

The Quality Management System and Food Safety HACCP Manuals are functioning and dynamic documents which are reviewed regularly in accordance with the procedures outlined in those manuals including verification by third party system auditing.

Customer satisfaction is a natural consequence of the implementation of these controls. The Executive Team of CSI endorses this Quality Policy Statement. It is the responsibility of all CSI employees to fully support and implement this Policy and its associated procedures.

Issue date: 20 April 2023