

QUALITY STATEMENT

The Organisation, Responsibilities and Arrangements to enable this Policy to be effective are contained in the HSEQ documents.

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The **Quality** of our Operations is defined by the following principles and behaviours:

- We ensure that all our operations comply with applicable requirements.
- We ensure that our machinery and equipment are serviced and maintained to ensure they operate effectively and efficiently at all times.
- Examine each potential client enquiry to ensure we can uphold “all good practice” and to advise customers in return of any potential problems.
- Consider all client requests and ensure that the Company has adequately experienced, trained personnel and the resources to afford the customer a quality service.
- When ordering supplies our quality system ensures that equipment conforms to the required OEM and engineering specification, making sure our equipment performs as it should.
- The Company ensures the timeous supply and transfer of our equipment, to meet the customer requirements.
- We brief our personnel on all aspects of the contract(s) and ensure that they have all necessary training and information as well as the appropriate equipment to carry out their task safely and efficiently.
- We ensure Company Personnel are made aware of any special conditions in relation to each contract.
- We work in accordance with customer requirements where this does not endanger personal or public safety or, impact negatively on the environment.
- We provide training and information to our employees ensuring their personal attention to safety, environmental concerns and quality of service to customers.
- Where appropriate, we liaise with all personnel on a site to ensure that our operations are known, and do not endanger others.
- We periodically evaluate our operations to improve our performance and quality of service.
- The Company continually improves the suitability, adequacy and effectiveness of the quality management system by ensuring planned audits and inspections are carried out and non-conformances or opportunities for improvement are identified and addressed.
- We commit to set Objectives and measure their implementation to ensure our products and services confirm and enhance customer satisfaction.