

UCP#3009: Quality Policy

Our Quality vision:

'We satisfy our customer every time and deliver superior value'

We believe:

Being quality conscious and a customer focused company is critical to the success of our business.

We will be recognised as a top performing company of high standing and integrity, delivering superior value for our customers, people and shareholders.

To achieve this we will:

- Maintain and continuously improve our Integrated Management System (IMS).
- Ensure that all employees and contractors receive appropriate instruction and training to for fill their individual quality assurance responsibilities.
- Continuously improve our systems and processes for delivery of products and services of the highest standards and ensure customer needs are met and their satisfaction assured.
- Consult with and promote active participation of employees in the management of the quality of their own and others work.
- Establish annual quality objectives and targets and implement programs to achieve them.
- As a minimum comply with relevant legal and other requirements.
- Ensure that we have the resources and skills necessary to achieve our quality standards.
- Identify and implement corrective and preventative control measures to eliminate the cause of actual or potential non-conforming products or services
- Incorporate quality performance in the annual appraisal of employees and contractors and recognise accordingly.
- Formally monitor, audit, review and report annually on our quality performance and IMS requirements against defined objectives.

- Require that companies providing contract services to United Cranes manage their quality performance in line with this Policy.
- Ensure this policy is communicated, understood and successfully implemented by all United Cranes & Rigging employees and contractors.

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*Approved: S. Gargaro
Director: United Cranes & Rigging Pty Ltd*