

E: donna@oloughlinexcavations.com.au or dwane@oloughlinexcavations.com.au
M: 0428 142 441 or 0400 859 511

ABN: 20 287 294 009

| Quality Policy | | | |
|-----------------------|-----------|---------------------|------------|
| Group | Plan | Asset Groups | |
| Performed By | All Staff | Date | 22/03/2018 |

SCOPE

This policy covers permanent, casual and sub-contractors of O'Loughlin Excavations.
Management is based on-site and consists of the Managing Directors.

Our Company Strategy is to:

1. Leverage technology and existing client relationship to position O'Loughlin Excavations as a premier operator in the mobile plant hire industry.
2. O'Loughlin Excavations has put in place an online IMS.
3. O'Loughlin Excavations is working toward a fully paperless, mobile solution for its workers.
4. O'Loughlin Excavations aims to comply with ISO Triple Certification.

In specific relationship to our quality objectives, O'Loughlin Excavations is undertaking to train its workers in the IMS and work towards a Qualit framework for its continuing compliance.

OBJECTIVES

Objectives for achieving our vision include:

- To provide quality products & services to our clients in line with the requirements of the Integrated Management System, incorporating ISO standards.
- Improvement will be achieved through our commitment to our Mobile Quality Management System which complies with ISO standards and involvement of all employees in an environment that encourages initiative and innovation along with identifying those activities that do not add value but add costs in order to eliminate them from the company's processes

MEASURABLE QUALITY OBJECTIVES

- See Risk & Opportunities Register form and Management Review

COMMITMENT

To provide quality products & services to our clients in line with and consisting of, an Integrated Management System incorporating ISO standards.
O'Loughlin Excavations ensures that their quality, environmental and safety practices comply.

O'Loughlin Excavations recognises the importance of having satisfied customers, and maintaining and enhancing our position as both a recognised and respected name for the services we provide and the products we supply. Our MQMS, comprising of quality, environmental and health & safety policies, objectives and procedures, is designed to continually improve our quality performance, and to demonstrate business excellence.

- To provide quality products & services to our clients in line with the requirements of the IMS, incorporating ISO standards.
- **Establish and pursue quality objectives and targets designed to improve customer service and satisfaction.**
 - Provide evidence when requested, that all works have been performed in accordance with the contract specified requirements.
 - Identify, record and close out corrective actions in agreed time-frames.
- Maintain plant and systems of work that are consistent with industry standards.
- Identify and comply with all relevant legislation and regulations and any other regulations or requirements related to our business.
- **Maintain and support a competent and committed workforce that are fully understanding of our Mobile Quality Management System policies, objectives and procedures, and their own associated roles, responsibilities and authorities.**
- Communicate with employees regarding customer requirements and processes and resources required

for successful project outcomes.

- Foster a consultative approach with employees, clients, service providers and other stakeholders to ensure best possible outcomes.
- Embrace technologies and methodologies to enhance business performance.
- Monitor, measure and analyse to determine conformity with set processes, and undertake regular management review to establish improvement initiatives.
- **Engage with stakeholders to establish mutually beneficial relationships.**
- Accomplish our business objectives as a responsible and ethical member of our community, sensitive to the social and environmental impact of our actions.
- Undertake annual business reviews with defined objectives and targets.
- Implement, maintain, monitor, continuously improve and document our integrated quality, safety and environmental management system via the Knowledge Base. To be measured by the amount of CARs and customer complaints / feedback.
- Undertake internal and external audits as necessary to maintain ISO certifications encompassing the Mobile Quality Management System.
- Consult and communicate this policy and all other relevant elements of our system with relevant parties as appropriate. Policies are accessible from the O'Loughlin Excavations IMS.

BREACH OF POLICY

Proven breaches to ANY policy by an employee / sub-contractor or manager of O'Loughlin Excavations can result in:

- Disciplinary action
- Loss of working contract for Sub-Contractors
- Dismissal

REFERENCES

Leadership
Risk Register
Management Review