

## Policy Statement

Industrial and Marine Solutions is Australia's leading supplier of specialized lifting and hydraulic equipment, hire sales and repair for the marine, mining and oil gas industries. The management and staff at Industrial and Marine Solutions will operate our business in a manner that consistently meets or exceeds the quality standards set by our customers and relevant interested parties. We will provide excellent customer service, and continually improve our quality management system, ensuring it is conformant and certified to ISO 9001 2015.

## Quality Objectives

The management and staff at Industrial and Marine Solutions are committed and will strive to:

- Provide excellent quality equipment hire services and products in a cost efficient and productive manner
- Follow up on products and services to ensure our customer's needs and expectations are being met and exceeded

As part of our systems and processes we will:

- Train, educate and communicate with employee's, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory and other requirements
- Apply a Plan, Do, Check, Act methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply Risk Based Thinking within our systems, operations and processes
- Conduct audits of key processes within the business as part of our Continual Improvement Process
- Review this policy annually

Approved by Rob Tranchita

Managing Director



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