

## GROUP QUALITY MANAGEMENT POLICY

Engenco Limited and its subsidiaries (the Company) places particular emphasis upon quality to world class standards, experience, expertise, capability and reliability. We are committed to providing quality products and associated services which will ensure customer satisfaction throughout the effective life of the products and services that we provide. We are committed to continuous improvement and strive to deliver excellent service, provide exceptional value and exceed customer expectations.

To achieve these objectives, we will:

- Implement and maintain a Quality Management System aligned with the elements and principles of AS/NZS ISO 9001.
- Develop leadership which establishes unity of purpose and direction where all employees become fully involved in achieving the organisation's objectives.
- Focus on understanding customers' current and future needs and strive to exceed their expectations.
- Involve and consult with employees at all levels, enabling their abilities to be used to enhance their competence, knowledge and experience and the organisation's objectives.
- Integrate interrelated processes as structured systems that provide confidence in the consistency, effectiveness and efficiency of the organisation.
- Employ a consistent organisation-wide approach to maintain compliance and promote continuous improvement of the organisation's performance.
- Use analysis of factual data and information to assist in effective decision making across all elements of the Business
- Establish relationships with customers and suppliers that are mutually beneficial, creating value for all parties.
- Develop and promote a project management culture and identify activities and related resources as defined processes that achieve a desired result.
- Provide ongoing training in the Company's Management Systems and to ensure continuous development of our employees.

This policy is applicable to all Business Units within the Engenco Group.

These principles are to be applied collectively to guide the organisation towards improved performance and business excellence.



Kevin Pallas  
Chief Executive Officer  
Engenco Limited  
November 2018  
Review Date: November 2020