

## Our Quality Policy

As a service orientated company we recognise that our success is dependent upon meeting or exceeding our customers' expectations. Omexom Australia is committed to a policy of continual improvement in its management systems and standard of workmanship to achieve its goal of customer satisfaction.

Quality is not just "getting it right the first time" but an attitude that operates throughout the group. Customers must sense it when they phone Omexom, they must see it in our documentation, they must feel it in the responsive, flexible and dependable manner in which Omexom staff attend to them.

### We commit to:

- ▶ Meet the needs of our customers, employees, shareholders and other interested parties
- ▶ Continuously improve our business processes
- ▶ Invest in our employees
- ▶ Foster a culture of commitment and excellence in our business
- ▶ Communicate effectively with our employees and stakeholders



Tony Croagh  
**Omexom Australia Managing Director**

### We aim to achieve this by:

- ▶ Maintaining an effective quality management system in line with ISO 9001:2015
- ▶ Working towards achieving targets and objectives outlined in PC205, 3 year Quality Strategic Program to ensure continuous improvement is achieved.
- ▶ Delivering our projects in line with our project delivery process and procedures
- ▶ Providing services, workmanship and materials which meet or exceed statutory requirements and agreed specifications or standards.