

JTH Engineering Pty are committed to delivering the highest quality products and services to our customers in the resource and infrastructure industries. Our goal is to meet and exceed customer expectations while continuously improving our processes and performance. We are dedicated to fostering a culture of quality and continuous improvement and we believe that through our commitment to quality, we can enhance customer satisfaction, strengthen our reputation and achieve sustainable success.

All levels of management will be held accountable for the implementation and effectiveness of this policy. Employees and subcontractors are encouraged to take ownership of quality in their work and contribute to our collective success.

Management aims to achieve these policy objectives by:

- Setting realistic objectives and targets, which are measurable against our strategic plan.
- Ensuring all staff embrace the culture of continuous improvement of services and client satisfaction.
- Providing adequate resources to establish, implement, maintain and continually improve our quality systems.
- Conducting operations in compliance to regulatory and statutory environmental guidelines and requirements.
- Maintaining and improving customer communication, knowledge and understanding of our range of services.
- Use feedback to improve the services we deliver and the effectiveness of our quality management processes.
- Continuous monitoring and evaluation of activities to enable the identification of opportunities for improvement.
- Striving for industry best practice and continuous improvement to maintain our sustainable competitive advantage of being the best team in the industry for quality of performance.
- Maintaining continued development of our staff ensuring they have sufficient training, experience and knowledge to carry out their appointed tasks.

Quality is the responsibility of every JTH Engineering manager, employee, subcontractor and supplier. Our quality processes will be subject to continual improvement based on QA results received by employees and feedback from our clients. JTH Engineering will facilitate scheduled management reviews and internal audits to ensure the services we deliver meets or exceeds our client's quality requirements and specifications.

This policy statement shall be displayed at our Townville office and is communicated to employees during the Safety Induction, and accessible via the Company website. We will review this policy periodically to ensure it remains relevant to the needs of the Company and our clients.

The directors and senior managers of JTH Engineering endorse this policy to confirm their personal commitment to achieving high levels of customer satisfaction for the range of services we provide.

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