

# Quality Policy

**Aim:**

Our aim is to provide a quality service that exceeds our customers' expectations.

**Objectives:**

Our objective is to ensure excellence in all our projects, services, technical capabilities, relationships and competitiveness.

To provide a quality service Pollock Cranes will:

- Maintain an effective quality management system and regularly review quality processes and objectives
- Ensure quality throughout all aspects of each job from start to finish
- Ensure our customers' needs and expectations are clearly understood
- Ensure compliance with all regulatory and statutory requirements
- Identify and investigate any non-conformances as part of continuous improvement
- Only accept quality materials and products from our suppliers
- Ensure a culture of continual improvement at all levels of the company
- Promote innovation, motivation, participation, training and development of all staff
- Maintain a high standard of work that enhances our reputation and those of our customers, stakeholders and contractors
- Communicate this policy to our employees, stakeholders, contractors and all interested parties to ensure continued adherence to this policy

All employees are responsible for ensuring quality objectives are achieved and the relevant procedures have been implemented and are in use.

**Policy Review**

- This policy has immediate effect and replaces all previous versions.
- This policy will be reviewed and amended at a minimum of every 2 years.



**Managing Director**  
**Wayne Slater**

**Dated: September 2021**  
**Review Date: September 2023**