



Lorne Stewart Group

Quality Management Policy Statement of Intent



MAKING THE DIFFERENCE

in our approach to Health & Safety

QUALITY MANAGEMENT POLICY STATEMENT OF INTENT



Lorne Stewart Group recognises the fundamental importance of progressive quality management to the successful operation of the company in all that it does. This statement is a declaration of intent to establish and maintain high quality outcomes for all stakeholders.

We are committed to a vision of consistently providing the best value for our customers, shareholders, colleagues, business partners, suppliers and the wider communities in which we work, satisfying their needs and surpassing their expectations which:

- Ensures we remain a service provider of choice
- We will hold our customers' requirements and expectations in the highest regard.
- We will comply with legal requirements and adopt industry best practice at all times.
- We are committed to continually developing, reviewing and maintaining our business management processes.
- We are committed to actively seeking and acting on the views of all those who work with us to develop a qualitative approach to our business transactions, promoting a proactive, structured approach to quality in order to minimise defects in our products and services.
- Wherever we operate, we seek to develop enduring relationships based on mutual trust, respect, and understanding of our impact.
- Deliver our projects and services within agreed tolerances of quality, time and cost, in a reliable, predictable and repeatable manner.
- Implement, maintain and continually improve our systems to ensure they:

- Assign quality accountabilities within the business as appropriate
- Remove or reduce the likelihood and effect of business and project quality risks before they occur, and deals effectively with issues if they do
- Provide the basis for improving our quality performance
- Continue to meet the needs of our business
- Support effective and expedient control of nonconformities such that we understand root causes and are able to implement effective corrective action •
- Provide sufficient and appropriately qualified, skilled and experienced employees to deliver our services
- Encourage regular customer and stakeholder feedback to help us continually improve our products and services

Lorne Stewart Group will monitor the effectiveness and review the implementation of this policy, regularly considering its suitability, adequacy and effectiveness.

Employees of the company are expected to fully support the objectives stated above. The highest possible standards in this area must be achieved and maintained as part of the Company strategy to pursue excellence in all that it does.

This statement of intent will be made available to all employees and other interested parties and will be displayed within company premises. It will be reviewed annually or following any changes to relevant legislation or company policy.

Mark Sutcliffe
CEO Lorne Stewart Facilities
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