

# QUALITY POLICY



## **POLICY STATEMENT**

It is the policy of Utility Location Services Pty Ltd (ULS) to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, ULS are committed to continuous improvement of our operations and the products and services provided by our company.

## **SCOPE**

This policy covers permanent, casual and sub-contractors and every program location of ULS.

## **AIMS AND OBJECTIVES**

To achieve this goal, Utility Location Services Pty Ltd (ULS) recognises that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:

- identify the changing needs and expectations of our customers
- develop and maintain processes and procedures that ensure that these changes are accommodated
- achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities
- provide quality products and services on time, and at the lowest cost, and
- provide an employment environment where continuous improvement is encouraged.
- achieve improvement through our commitment to our Mobile Quality Management System which complies with **ISO 9001**, **AS 4801** and **ISO 14001** standards and involvement of all employees in an environment that encourages initiative and innovation along with identifying those activities that do not add value but add costs in order to eliminate them from the company's processes;
- implement, maintain, monitor, continuously improve and document our integrated quality, safety and environmental management system via the Knowledge Base. To be measured by the amount of NCRs, CPARs and customer complaints / feedback.
- identify and meet legal and any other regulations or requirements related to our business. To be done via subscription to relevant authorities' email notifications such as Work Safe, Fair Work Australia, EPA among others. To be measured by the amount of non-compliant items in the business.
- consult and communicate this policy and all other relevant elements of our system with relevant parties as appropriate. Policies are accessible from ULS' website.

## **RESPONSIBILITIES**

ULS, as a company will:

- train all workers and contractors to identify areas where improvement can be achieved
- remove wasted and non-value added steps and time in our processes where feasible
- strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things, and
- support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Workers are expected to:

- assist and cooperate in ensuring that this policy is followed, and
- actively participate in the adherence of this company to the achievement of the goals and objectives of this policy

## **BREACH OF THIS POLICY**

Proven breaches to the policy by an employee or manager of ULS can result in: Disciplinary action, Dismissal, Loss of working contract for Sub-Contractors.