



Group:	100 Plan	Document Name:	100R01 Quality Policy	REV#:	3
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POLICY STATEMENT

It is the policy of Utility Location Services Pty Ltd (ULS) to operate the 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.

AIMS AND OBJECTIVES

To achieve this goal, ULS recognise 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 requirements of our customers and strive to exceed their expectations
- Achieve improvement through our commitment to our Mobile Quality Management System which is accredited with ISO 9001 standards.
- 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.
- Maintain a working environment in which people become fully involved in achieving our objectives.
- Provide an employment environment where continuous improvement is encouraged.
- Meet the requirements of other interested parties as well as our social, environmental, regulatory and legislative responsibilities.

RESPONSIBILITIES

ULS, as a company will:

- Train all workers and contractors to identify areas where improvement can be achieved
- Achieve continual improvement across all aspects of our Quality Management System.
- 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.

CONTINUOUS IMPROVEMENT

ULS will continue to monitor and improve in all our roles and daily tasks, be it on the front line, a supporting role or a management position. Our strategy to achieve our objectives and targets will be done with continuous monitoring and review through meeting outcomes, general observations and feedback, innovation, and strategic planning.

ULS is committed to continual evaluation and improvement of our Quality Policy. This policy is applicable to all ULS operations.