

# QUALITY POLICY

FMS Group is a diversified services provider delivering asset repair and maintenance, products, infrastructure projects, labour solutions, and engineering services across the resources, heavy industry, and construction sectors. Our Quality Policy has been developed to suit our commitment to setting quality objectives that aligns with our organisational context and supports our strategic direction.

## AIMS AND OBJECTIVES

We are committed to setting quality objectives that align with our strategic direction. The objectives are established, communicated, measured and reviewed at least annually to ensure alignment with our expectations and customer requirements. Our objectives are to:

- Identify the changing needs and expectations of our customers and deliver on the promises we make to them
- Identify and address risks and opportunities which affect our ability to deliver what we promise
- Meet the requirements of International Standard ISO 9001:2015
- Achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities
- Provide quality products and services as scheduled, along with competitive pricing
- Provide an environment where continuous improvement is recognised and encouraged

## RESPONSIBILITIES

FMS Group will:

- Provide our personnel with adequate resources, information and training to competently perform tasks to the required standard of quality.
- Strive to ensure that customer and stakeholder satisfaction is consistently achieved.
- Support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.
- Comply with all applicable requirements including legislation, local authorities and required standards.
- Continually improve our integrated management system by identifying trends and actioning consistent improvements.
- Drive continual innovation based upon best practices and customer feedback.

Employees are required to:

- Assist and cooperate in ensuring that this policy is followed, and
- Actively participate in the adherence of this company's goals and objectives of this policy.

Senior Management are accountable for the effectiveness of the quality management system and shall provide the necessary resources to ensure all business activities in support of these objectives are carried out consistently and are regularly monitored, reported and reviewed

  
**Tony Caruso**

Chief Executive Officer

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