

A LONG TERM COMMITMENT TO OUR CUSTOMERS AND STAKEHOLDERS

LCR is committed to ensuring that we consistently delivering safe, efficient and cost effective solutions to meet the expressed and implied needs of our customers and stakeholders.

To achieve this, we will:

- Enhance customer satisfaction by meeting and exceeding customer requirements.
 - Ensure compliance with statutory and regulatory obligations, standards, codes of practice and other industry requirements relevant to quality management and continue to meet the requirements of our Safety, Equal Opportunity and Anti-harassment, Environmental, Fitness for Duty and Drug and Alcohol Policies.
 - Incorporate quality management as an integral part of our enterprise risk management strategy.
 - Provide the framework of procedural guidelines necessary to enable our workers to competently perform their work responsibilities.
 - Manage risks and impacts through improvement programs, education and training to continually improve our worker's skills, awareness and knowledge of quality issues and practices.
 - Deliver the necessary resources, including suitably qualified, skilled and experienced workers, to carry out our service commitments to our customers.
 - Ensure the provision of the necessary resources including suitably qualified, skilled and experienced workers to achieve our quality standards.
 - Maintain a consultative approach to quality issues by involving workers, contractors, customers and other interested parties to enhance performance.
 - Adopt proactive measures such as audits, inspections and measuring key performance indicators to eliminate or minimise the causes of potential non-conformities in order to prevent their occurrence.
 - Continuously improve our systems and processes for delivery of services of the highest standards and ensure customer needs are met and their satisfaction assured.
- Identify and implement corrective and preventative control measures to eliminate the cause of actual or potential non-conforming services.
 - Work cooperatively to maintain safe systems of work including plant and equipment.
 - Provide appropriate information, instruction and training to employees, contractors and suppliers to fulfill their individual quality assurance responsibilities.
 - Formally monitor, audit, review and report on our quality performance and management system requirements against defined objectives.
 - Actively make every reasonable effort to ensure that third party suppliers providing contract services to LCR manage their quality performance in line with this Quality Policy.
 - Actively communicate the requirements of this Quality Policy to our workers, contractors, suppliers and to relevant stakeholders and encourage their input to maintain an ethos of continuous improvement.
 - Establish, review and communicate quality performance measures and take action to continually improve outcomes.

All LCR managers, supervisors and workers will be aware of their responsibilities and work cooperatively to ensure that all aspects of business management and operational control remain capable of achieving our quality objectives.



Col Partington
Chief Executive Officer