

# Quality Policy Statement

Guided by the company's values, vision and mission, Loram's quality policy is to exceed our customers' expectations in the products and services we offer through an unwavering commitment to best in class business processes and a culture of continuous improvement.



In doing so, we will:

- Maintain alignment with Lorams values, vision, and mission.
- Partner with our customers to achieve world class performance by understanding their objectives and requirements, aligning our services to maximise our value contribution, and striving to exceed their expectations.
- Consistently deliver a quality product and service that conforms to the relevant specifications and standards and meet contractual and regulatory requirements.
- Continually monitor, review and improve our management systems and processes to ensure they are relevant and contribute to the safe, efficient and reliable operation of the business.
- Optimise our efficiency through a complete approach to integrated delivery through our Quality Management System.
- Support our employees and hold them accountable for carrying out their duties in accordance with this Policy

We are committed to continual improvement. This involves staff development and ongoing monitoring and reporting on our processes and activities. Formal and measurable quality objectives are established, and results are captured, regularly reviewed and where appropriate, used for business improvement. Business plans and performance indicators incorporate quality objectives for continual focus on achieving world class outcomes for our customers.

The successful operation of our Quality Management System relies upon the engagement and involvement of our team at all levels. Our commitment to quality will ensure the continued satisfaction of our clients, regulators and staff.



Phil J. Homan  
CEO  
Loram Pty Ltd

