

Quality Policy

AARCO is committed to the continual improvement of our products and services in support of our customer requirements.

It is the policy of AARCO to provide quality, cost-effective products and services that consistently and reliably satisfy, and where possible, exceed our customer requirements and business objectives. To do so, our Quality Management System (QMS) is based on the following precepts.

- The requirements of our customers are thoroughly defined and understood to ensure that AARCO is capable of meeting customer expectations;
- The requirements of all interested parties are managed effectively and efficiently so that our products and services are delivered in a timely and professional manner;
- Internal and external processes are determined, appropriately resourced, monitored and measured;
- All employees are competent and appropriately trained for their roles;
- Effective mechanisms are implemented to monitor and measure customer satisfaction as data for targeted continuous improvement initiatives; and
- Suppliers are assessed and selected based on their ability to provide quality components and materials in support of AARCO's customer requirements.

To provide for this policy, AARCO has adopted a risk-based approach to implementing our QMS in line with the requirements of ISO9001. The QMS forms an integral part of AARCO's operations with top management committed to:

- Ensuring the health, safety, and wellbeing of those to whom we owe a duty of care, as well as the protection of the environment in which we operate;
- Ensuring all employees understand their operational responsibilities, taking responsibility for their safety and the safety of others;
- Establishing and achieving measurable HSE objectives and targets;
- Implementing effective incident reporting, investigation, control, and monitoring processes;
- Establishing a HSE Committee with elected and appropriately trained Safety and Health Representatives; and
- Regularly reviewing the suitability and effectiveness of the HSE Policy and HSE management system to ensure it remains relevant and appropriate to our business.

Authorised By

Authorised By	Position	Date	Signature
Jason Linford	General Manager	29 May 2023	