

# Quality

## Policy



Our quality expectations are strategically based on the industry we work in and the Clients we support. We create exceptional value for Clients through innovative asset management and maintenance service solutions. Our goal is not only to meet, but to exceed Client expectations. Our long term commitment is imperative for sustainability and continuous improvement. We strive on building harmonious relationships with our Clients, Employees and surrounding communities.

### Key Strategies:

- Maintain Certification for ISO 9001:2008 through an effective and efficient Quality Management System
- Accurately schedule planned work and prioritise job categories to ensure all Clients' needs are met
- Identify and confirm the Clients' requirements from tender through to delivery
- Encourage and promote innovation amongst our Employees to continuously improve the way we conduct our business
- Manage our Sub-contractors to ensure our culture is embedded in service operations
- Employ industry "best practice" methods of execution
- Empower our workforce through the provision of all available resources, proactive training and promoting a positive work culture to maintain the quality of our workmanship and performance of our team
- Strive to attain the leading edge in our industry, we will engage our Clients and commit to continuous improvement in order to improve our products and services.

Objective: This policy provides the foundation for our accredited ISO 9001:2008 Quality Management System. This is based around asset management and maintenance services for the mining industry. It addresses the key strategies for implementing this Policy through documentation, communication, systematic procedures, work activities and an auditable process.

Implementation: Schlam Engineering will implement these strategies and conduct regular reviews to ensure integrity and effectiveness to facilitate continuous improvement. To support the Company's implementation, all Employees, Contractors and Sub-contractors are expected to understand, be accountable, promote and comply with our Quality Policy.

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