

Quality Management Policy

Commitment

Origin Cranes is committed to providing quality services through the implementation and continual improvement of our Quality Management System. We aim to consistently meet customer expectations, comply with applicable requirements, and foster a culture of excellence, accountability, and continuous improvement throughout the organisation.

Origin Cranes has a dedicated team of professionals who are committed to:

- A. Providing the highest quality equipment and services
- B. Meeting and exceeding customer requirements and expectations wherever reasonably practicable
- C. Compliance with applicable legislative, regulatory, contractual and industry requirements
- D. Maintaining the highest possible ethical and business standards
- E. Continually improving the effectiveness of our Quality Management System and business processes
- F. Promoting a culture of quality, accountability, professionalism and continual improvement throughout the organisation
- G. Managing risks and opportunities that may affect the quality of our services and customer satisfaction

Aim

The aim of this policy is to:

- A. Implement and maintain a quality management system based on AS/NZS ISO 9001:2015. Ensure employees have the necessary competencies and training for them to perform their assigned tasks safely and competently.
- B. Provide customers with equipment and operators in accordance with client requirements and expectations.
- C. Comply with applicable legislative and regulatory requirements.
- D. Thoroughly plan, manage work in accordance with approved processes and procedures, and operational controls
- E. Periodically review the effectiveness of the Quality Management System in terms of achieving the Quality Objectives and continual improvement.
- F. Promote customer satisfaction through responsive communication, quality service delivery and timely resolution of customer concerns and feedback
- G. Maintain effective systems for managing documentation, records and operational information to ensure accuracy, consistency and traceability
- H. Ensure plant, equipment and resources are maintained and available to support safe, reliable and quality service delivery
- I.

All employees of Origin Cranes are:

- A. Responsible for the communication, enthusiastic promotion, and implementation of this policy
- B. Accountable for the achievement of the quality outcomes in accordance with this policy

- C. Responsible for following approved procedures, identifying improvement opportunities and reporting quality issues.
- D. Expected to contribute to continual improvement initiatives and support the achievement of quality objectives.



Bradley Sugden
Director
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