

QUALITY POLICY

INTRODUCTION

General Crane Services (WA) Pty Ltd is dedicated to providing outstanding crane, rigging, and transport services across Western Australia, primarily serving the resources, construction, and mining sectors. Our commitment is to not only meet but exceed client expectations by promoting and achieving the highest standards in the Crane Hire Industry.

EFFECTIVE DATE

This policy is effective as of 09 May 2024 and supersedes all previous versions.

SCOPE

This policy applies to all employees, subcontractors, and consultants of General Crane Services.

COMMITMENTS

1. ISO 9001:2015 Compliance

- We are committed to maintaining compliance with ISO 9001:2015, ensuring our quality management system is robust and effective.

2. Continuous Improvement

- Continually strive to enhance our services and processes through innovation, training, and a commitment to excellence.
- Regularly set, review, and adjust quality objectives and targets to align with industry best practices and customer expectations.

3. Systems and Procedures

- Ensure systems and procedures are visible, accessible, simple, concise, and flexible enough to be adapted to all operational settings.
- Provide adequate resources to match these systems and procedures to ensure a consistent approach across the organisation.

4. Training and Development

- Conduct regular training sessions to ensure all staff are educated on the latest industry standards, our quality objectives, and their roles in achieving these goals.
- Foster a culture of continuous learning and improvement that supports business excellence.

5. Stakeholder Engagement

- Actively seek and incorporate feedback from customers and stakeholders to improve the quality and effectiveness of our services.
- Engage with subcontractors and consultants to ensure they are fully supportive and compliant with our quality mission.

6. Review and Reporting

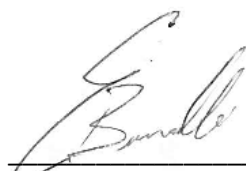
- Conduct annual reviews of our quality policy and objectives to ensure they remain effective and appropriate.
- Quality performance will be regularly reported to and reviewed by senior management, ensuring transparency and accountability.

POLICY MANAGEMENT

This policy is managed by the senior management team, which is responsible for its implementation, monitoring, and ongoing review.

ENDORSEMENT

This policy is fully endorsed by General Crane Services' leadership, reflecting our commitment to quality in every aspect of our operations.



Eric Bucciarelli
Managing Director
09th May 2024



Nick Bucciarelli
Managing Director
09th May 2024