

Quality Policy

Quality Assurance
Monadelphous Group Limited

i. Company Definition

This document applies to all sites, employees and activities of Monadelphous Group Limited (herein referred to as The Company).

ii. Policy

As a leading provider of construction, maintenance and industrial services to the resources, energy and infrastructure sectors we are committed to building, maintaining and improving our customers' operations through the reliable delivery of safe, cost effective and innovative engineering solutions.

We will deliver on our commitment to the provision of outstanding service through our culture, our people, our leadership, our resources, our processes and our quality management systems.

To achieve this objective we will:

- appreciate our Customers' needs and expectations and deliver on the promises we make to them;
- ensure our people have the requisite levels of capability and capacity required to deliver on our promises;
- identify and address risks and opportunities which affect our ability to deliver what we promise;
- ensure appropriate governance and guidance exists to support the completion of activities to the required standard of quality in a planned, systematic and efficient manner;
- provide our personnel with adequate resources, information and training to competently perform tasks to the required standard of quality;
- satisfy all statutory, regulatory, governing standards and contractual requirements in relation to service delivery;
- share knowledge, learnings, innovations and best practices, with the aim of continuously improving our processes and work methods;
- ensure the suitability and effectiveness of our suppliers and subcontractors; and
- operate our management system in accordance with the requirements of ISO 9001.

Senior Management are accountable for the effectiveness of the quality management system and shall provide the necessary resources to ensure all business activities in support of these objectives are carried out consistently and are regularly monitored, reported and reviewed.



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Zoran Bebic
Managing Director

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