



QUALITY POLICY

RETCO is a specialist provider in the provision of civil earthworks transportation services, hire of equipment and the sale and provision of civil materials. Our top management and staff are committed to providing high quality transportation services that meet and exceed our customer's expectations.

Quality objectives

The top management and staff at RETCO are committed and will strive to:

- provide an exceptionally high-quality level of products and services to our customers, and
- follow up on services and products provided, to ensure customer satisfaction is maintained at a high level.

As part of our systems and processes we will:

- train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary;
- ensure that this policy is retained as documented information, and available to interested parties;
- define and meet objectives, by documenting and monitoring measurable quality targets;
- comply to statutory, regulatory and other requirements;
- apply a plan, do, check, act methodology to our quality management system;
- continually monitor and improve our quality performance and the effectiveness of our quality management system;
- apply risk based thinking within our systems, operations and processes;
- conduct audits to verify core processes are effectively managed within the organisation as part of our continual improvement process;
- ensure our quality management system is conformant and certified to ISO 9001:2015, and
- review this policy annually.

Approved by Jason Radonich

A handwritten signature in blue ink, appearing to read 'J Radonich', is written over a faint, light blue circular watermark.

Executive Director
19/10/2022