

TWC-IMS-POL-002 Quality Policy

This policy is a statement of Two Way Cranes Pty Ltd commitment to provide quality to ensure that the contract requirements, products and services described by customer's specifications and support documentation are compiled to provide the customer's satisfaction.

It is the commitment of Two Way Cranes Pty Ltd to undertake the contract works in accordance with relevant Standards, Codes and Industry Guidelines where required under the contract in a cost effective and reliable manner. Two Way Cranes Pty Ltd is committed to the systems implementation and continuous development.

Management and Supervisory personnel are to actively support and promote the Quality aspects of the Integrated Management System as detailed herein and to ensure its implementation. Management has encouraged development of people within the organisation to promote the Integrated Management System.

As well satisfy the applicable legislative requirements and expectations of all internal and external interested parties including feedback with the intention to improve the current Integrated Management System. Two Way Cranes Pty Ltd will conduct regular Management Reviews to ensure conformity and to continually improve the effectiveness of the Integrated Management System.

Two Way Cranes Pty Ltd ensure to achieve and maintain the required level of quality assurance the Managing Director retains responsibility for the Integrated Management System with implementation controlled by the HSEQ Manager and other delegates.

The Senior Management of Two Way Cranes Pty Ltd is further committed to the management of operations (e.g. marketing, sales, finance, services, products and inspections) throughout all stages of the company's processes to include continuous improvement and to provide a framework to meet our objectives.

Two Way Cranes Pty Ltd aim to achieve the following quality objectives:

- Grow client base;
- Implement and maintain a system of Customer feedback and meeting customer expectations and needs;
- Ensure profitability on jobs.

The Quality policy shall be communicated to all workers by:

- Displaying copies on notice boards etc;
- Including the policy in inductions for workers;
- Made available as documented information to all parties.

This policy is approved for use by:



Francis Zammit
Managing Director
11/04/2026

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