QUALITY POLICY

Enviro Plant Hire Pty Ltd (Enviro Hire) is dedicated to providing quality plant hire services that meet or exceed the needs and expectations of our customers, while adhering to and continually improving the company's quality management system.

Enviro Hire maintains its level of quality, excellence and customer focused approach through its commitment to the following values;

- Compliance with all statutory obligations, standards, specifications and codes of practice relevant to the company's operations;
- Constant maintenance, monitoring, reviewing, auditing and improving the quality management system;
- Ensuring all services are delivered to client satisfaction and within timeframes, and providing a level of service which ensures repeat business;
- Providing sufficient and suitable resources to implement and maintain the quality management system;
- Engaging suitably qualified, skilled and experienced employees and contractors
- Educating and training employees in order to continually improve awareness and knowledge of quality issues and practices;
- Identifying, reporting, investigating and resolving all non-conformances and taking action to prevent a recurrence;
- Establishing, reviewing and communicating performance measures and taking action to improve outcomes;
- Monitoring and evaluating the quality performance of contractors and suppliers, and implementing effective communication on quality and compliance issues; and
- Establishing effective two way communication.
- Provide a framework for setting, monitoring and reporting on quality objective.

Enviro Hire Management are committed to:

- Ensuring all company policies and procedures are understood and complied with at all times
- Leading by example
- Continually improving the success of the quality management system; and
- Communicating this policy to all company personnel.

Enviro Hire's quality management system is maintained to comply with the certification requirements of ISO 9001:2015.

David Waters
MANAGING DIRECTOR