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## QUALITY POLICY



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## 1. INTRODUCTION

### 1.1 Definitions

Employees	All staff, contractors, consultants and temporary workers of the Pacific Energy group of companies (Group).
Manager	An individual employee's direct supervisor/manager
CEO	Chief Executive Officer

### 1.2 General Statement of Policy

The Group provides a consistently high quality service to our clients and associated agencies. This is integral to the continuing success of our business. Quality is a word we do not take lightly. We are committed in our aim to reach new levels of quality, which is reflected in the service we provide to our clients and in the calibre of personnel and services.

## 2. OUR COMMITMENT

The Group has implemented a Quality Management System based on the requirements of AS/NZS ISO 9001:2015 for all business activities and will endeavour to comply with the applicable regulations, codes and statutes.

At all times, the Group will aim to maximise quality of services provision and delivery, consequently satisfying the needs of our clients. The Group management and staff will strive for continued improvement in all aspects of our business at every opportunity.

## 3. OUR PRIORITIES

- To meet all contractual responsibilities, requirements and obligations.
- Understand the requirements of our clients to provide suitable products and service.
- Uphold and cultivate a working environment where productivity, innovation and superior performance are encouraged and adopted.
- To continually improve work practices to ensure quality objectives are met.
- Involve all Group members and empower their resourcefulness and skills to be used to benefit and better the organisation.

## 4. POLICY

### 4.1 Breach of this Policy

Failure to comply with the principles of this policy could result in appropriate disciplinary actions. Additionally, individuals may be subject to loss of the Group access and privileges.

### 4.2 Policy Review

The CEO will monitor the effectiveness and review the implementation of this policy, considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible.

All employees are responsible for the success of this policy and should ensure they use it to disclose any suspected wrongdoing.

Employees are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to the Company Secretary.

This policy will be reviewed annually by 20 December.

### **4.3 Dissemination of Policy**

A copy of this policy will be provided to each employee upon commencement of work and additional copies will be made available upon request.

A handwritten signature in blue ink, appearing to read 'Jamie Cullen', followed by a small horizontal line.

Jamie Cullen  
**Group CEO**

7 October 2020

## 5. POLICY VERSION CONTROL

Date	Author/Department	Version Number	Change Summary
30/11/2017	M Macaskill	1.0	Author
30/11/2017	J Cullen	1.0	Approved
07/10/2020	M Macaskill	2.0	Reviewed
07/10/2020	J Cullen	2.0	Approved