

# Quality Policy

GET Australia is committed to high standards of customer service, to meeting customer requirements, and to ensuring quality is managed across our business operations. Our Quality Policy is a demonstration of our commitment to excellence in our services, and to ensuring our customers' expectations are met and, where possible, exceeded.

GET Australia's Quality Management System (QMS) is designed to meet the requirements of ISO 9001:2015: Quality Management Systems, and our quality values, customer commitments, and goals.

All personnel, contractors, suppliers, and visitors are responsible for meeting the quality standards of the Company, customer requirements, and legal and other obligations.

These include:

- Ensuring processes for managing quality are verified, monitored, and reviewed
- Understanding and meeting customer, legal, and other applicable requirements
- Supplying products and services that have the quality to meet customer and regulatory specifications
- Controlling and implementing changes to customer requirements as they occur
- Requiring the same quality and services standards from our suppliers, outsourced services, and contractors
- Inspecting and monitoring the way products and services are provided to ensure customer specifications and needs are met
- Identifying and managing non-conformances, and taking prompt action to correct non-conformances, and prevent future non-conformances
- Establishing, maintaining, reviewing, and continually improving our quality management system

Quality is the responsibility of ALL, and adherence to our QMS is required of all GET Australia personnel, suppliers, and contractors. All personnel are encouraged to identify improvements to processes and procedures, to improve quality and the satisfaction of our customers.

As a company we do not allow operational profit to take precedence over quality management and ensuring customer requirements are met. If there is a conflict, we are all responsible for choosing quality first. We, together with GET Australia managers, support that choice.

This Quality Policy is important for quality management and ensuring customer requirements are understood and met.

Our Policy is available and communicated across GET Australia business operations and will be regularly reviewed to ensure it remains relevant, appropriate, and aligned to our values, commitments, and goals.



Sean O'Sullivan, Managing Director, GET Australia

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