QUALITY POLICY

POLICY STATEMENT

Carrington's (WA) Pty Ltd and Statewide Traffic WA Pty Ltd are committed to delivering reliable, compliant and professional traffic management services that consistently meet customer, statutory, regulatory, contractual and Integrated Management System (IMS) requirements.
The Companies recognise that quality outcomes are achieved through leadership, customer focus, competent personnel, effective planning, risk-based thinking, controlled processes, clear communication, and the continual improvement of the Quality Management System within the IMS in alignment with ISO 9001 and applicable legal and other requirements.

SCOPE

This policy applies to all workers, contractors, subcontractors, suppliers, and business activities undertaken by or on behalf of Carrington's (WA) Pty Ltd and Statewide Traffic WA Pty Ltd, including traffic management planning, project delivery, equipment and asset management, transport activities, administration, and support services.

COMMITMENTS

Carrington's (WA) Pty Ltd and Statewide Traffic WA Pty Ltd are committed to:

- Establishing, implementing, maintaining and continually improving an effective Integrated Management System with measurable quality objectives and performance indicators.
- Understanding and meeting applicable customer, statutory, regulatory, contractual, industry and other requirements relevant to our operations.
- Applying risk-based thinking, effective planning and controlled processes to ensure services are delivered consistently, efficiently and in compliance with approved requirements.
- Maintaining effective document and record control to ensure information is accurate, current, traceable and protected.
- Providing competent personnel, fit-for-purpose equipment, vehicles, plant and resources necessary to deliver quality services.
- Maintaining effective communication and collaboration with customers, workers, suppliers, subcontractors and other relevant stakeholders.
- Monitoring service delivery through inspections, audits, performance reviews, customer feedback and management reviews.
- Identifying, reporting and managing non-conformances, customer complaints and service issues, and implementing corrective actions to prevent recurrence.
- Managing suppliers and subcontractors to ensure products and services meet company, customer and regulatory requirements.
- Using performance data, audit outcomes, customer feedback, lessons learned and improvement opportunities to drive continual improvement and customer satisfaction.
- Promoting a culture where quality, compliance and customer satisfaction are not compromised by commercial, operational or scheduling pressures.

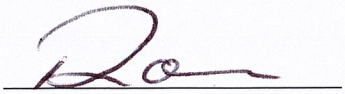
COMMUNICATION

This policy will be communicated to all workers, contractors and relevant stakeholders to ensure understanding and compliance. The policy will be made readily available through company systems, inductions, training sessions, toolbox meetings and workplace displays where appropriate.

RESPONSIBILITIES

Management is responsible for implementing, maintaining and promoting this policy throughout the organisation and providing the resources necessary to achieve its commitments. All workers, contractors and subcontractors are responsible for complying with company requirements, following approved procedures, reporting non-conformances and contributing to the delivery of quality services and continual improvement.

REVIEW & APPROVAL



Mr. Rainer Offermann
Managing Director
01/06/2026