



## QUALITY POLICY

TFH Hire Services has adopted the policy of supplying only those products and services which have the requisite quality to merit customer satisfaction throughout the effective life of the products and services. This Policy Statement relates to compliance with the requirements of Australian Standard.

It is an essential requirement of this Policy for TFH Hire Services to produce and supply its customers with products and services which are suitable for their intended purpose, and which are in conformity with the relevant and previously agreed specifications or contract. Accordingly, the properties and performance of such products and services must reflect market satisfaction and demonstrate our commitment to produce a hazard-free product or service.

Every member of TFH Hire Services is responsible for ensuring all products & services are at the required quality level. Consequently, a "make it right first time" approach is the key to productivity and customer satisfaction.

Our Quality Management System is certified to ISO 9001:2015 standard. The company is committed to continual improvement in the delivery of services to our customers. We have a range of objectives and targets, which are reviewed regularly. We provide staff with ongoing training and development opportunities.

The Quality Policy Statement is the essence of how TFH Hire Services operates. Processes & Policies will ensure that customer requirements are recognised, and consistent control of those requirements is established, implemented, and maintained. Proper adherence to the Policy is a requirement of every aspect of TFH Hire Services' business.

This Policy is issued to clearly indicate the attitude of the management of TFH Hire Services regarding quality and related matters since such Policy initiated actions are essential for long term success in a competitive marketplace as well as in achieving employee & customer satisfaction.

This Policy was approved in November 2014 and is reviewed every two years for relevance and accuracy. Last reviewed April 2024.

A handwritten signature in black ink, appearing to be 'Brett Thomas', is written above a horizontal line.

**Brett Thomas**  
**Managing Director**