Quality Policy

Humac Group is committed to delivering services that meet or exceed customer needs and expectations, with a focus on service performance, appearance, compliance with applicable standards, codes of practice, and all relevant statutory and regulatory requirements.

This commitment supports our objectives of high customer satisfaction, operational excellence, and sustainable business growth. We recognise the importance of addressing both the current and emerging expectations of interested parties, including those related to environmental and climate considerations.

This policy is aligned with our strategic direction and appropriate to our operational context.

We will achieve this through:

- Establishment, implementation, and continual improvement of a Quality Management System (QMS) in accordance with ISO 9001:2015.
- Identifying and addressing the needs and expectations of relevant interested parties including customers, employees, suppliers, and regulators.
- Demonstrated leadership and commitment to this policy and compliance with applicable requirements.
- Defining and communicating roles, responsibilities, and authorities within the QMS to ensure accountability and awareness.
- Integrating risk-based thinking and climate-related risks and opportunities into quality planning, with a focus on reducing environmental impact and enhancing resilience.
- Setting and monitoring measurable quality objectives that align with this policy and support continual improvement.
- Conducting regular management reviews to evaluate performance against objectives and to drive improvement.
- Promoting sustainable practices throughout our operations and supply chains in line with our commitment to long-term quality, environmental responsibility, and stakeholder trust.

This policy is communicated internally, reviewed regularly for relevance, and made available to all interested parties.

Shane Raso

Director | Humac Group