

# Quality Policy

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NuGroup Pty Ltd will consistently provide a service that meets or exceeds the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable each employee to do their job right the first time and every time.

NuGroup Quality Policy calls for continuous improvement in its Quality Management activities and business will be conducted according to the following principles:

- Comply with all applicable laws and regulations
- Provide superior solutions and services to our customers, focused on their needs
- Establish and maintain a quality management system
- Communicate this system with the Company and where relevant to our key partners and stakeholders
- Continually review this system to improve its effectiveness
- Involve our employees, contractors and key trading partners in the continual development process
- Establish objectives by which effectiveness and improvements may be measured
- Establish feedback systems to measure the performance of NuGroup
- Learn from both the positive and negative outcomes of this measurement process, making improvements where appropriate
- Develop our internal resources and work with our key external stakeholders to develop theirs
- Take due care to ensure that activities are safe for employees, associates and subcontractors



**Paul Cassie**  
Chief Executive Officer



**Richard Needham**  
Managing Director

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