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Quality Policy Statement

Pulse Locating Pty Ltd (PUL) is engaged in the business of providing services of Ground Penetrating Radar (GPR) and Vacuum Excavation trucks, to the physical location of utilities. Ideally, we expect to become number one within this industry. This policy statement applies to all of our divisions throughout the organisation.

We strive to define, establish and maintain best work practices with a strong focus on safety, within the underground utility locating industry. With over 20 years combined experience in the construction industry and working around underground networks, our promise to customers is to apply industry best practices to all aspects of our services to ensure that our customers receive a consistent and reliable service – a service that far exceeds expectations.

We are proactive in ensuring that our practices are fully compliant with all government legislation and a key factor to ensuring this commitment is PUL's Quality and Continuous Improvement processes.

Pulse Locating Pty Ltd policy objective is to proactively utilise our Quality Management System, which is based upon the requirements of ISO9001, as a tool in achieving and maintaining industry leading best practice outcomes across the entire organisation.

For this to occur, PUL will focus on the needs of our business with particular reference to consistently meeting and exceeding our customers' requirements and our statutory obligations. Our quality management system will provide the tools and resources for the detection of gaps and shortcomings and a framework for stimulating continued process improvement.

Pulse Locating Pty Ltd shall adopt disciplined procedures and behaviours to ensure that our objectives are met:

- Ensure a robust Quality system,
- Our Quality and Continuous Improvement Systems are implemented by conducting and providing appropriate skills and quality awareness training for all staff,
- Responsibilities and accountabilities are established and adopted at all levels of the organisation,
- Regular review mechanisms that are in place to consistently review the relevance, effectiveness and efficiencies of our Quality and Continuous Improvement System, and
- Regularly review the needs and expectations of our customers and initiate continuous improvement activities to meet these expectations.

We will do this by:

- Reviewing on a regular basis the suitability of the Quality policy,
- Encouraging communication and consultation between management and employees in all matters related to quality and continuous improvement,
- Accept accountability for the implementation of this policy,
- Providing a framework for establishing and reviewing Quality objectives,
- Facilitating knowledge sharing, development and application of Quality systems, and
- Communicating this policy to all employees through induction and training.

Christopher Lee
General Manager
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