



# Labrador Petro-Management Pty Ltd

## Quality Policy

**We will achieve client satisfaction by continually improving processes, products and services, to ensure they consistently meet or exceed their requirements.**

As Directors of Labrador Petro-Management Pty Ltd (LPM) we are committed to quality. Our quality policy statement acts as a compass in providing the direction and a framework for establishing key corporate level performance measures and related improvement objectives.

We ensure our quality policy is communicated and understood at all levels of the organisation through regular communication, and is reinforced for LPM employees during annual performance reviews.

We require all LPM employees and contractors to demonstrate the following standards in order to ensure we provide the required quality of service. We will be:

### Client Focused:

Because we are client focused we will:

- ❖ Satisfy our clients' needs and expectations.
- ❖ Make commitments we fully understand and believe we can meet.
- ❖ Meet all commitments to clients on time.

### Performance Driven:

Because we are performance driven we will:

- ❖ Verify our products and services meet agreed requirements.
- ❖ Monitor, benchmark and continuously improve our business, products and services, organisation and employees' and contractors' performance.

Quality is not just a policy, it is a way of doing business for all LPM's activities.

**THOMAS R BRAND**  
Managing Director

**RONALD J BELL**  
Director

**CHRISTOPHER A WILSON**  
Technical Director

**OLE P MOLLER**  
Director - Operations