

Intent

This policy outlines the expectations that the RDO Australia Group (RDOAG) have with respect to quality assurance, and to ensure all staff can demonstrate that quality assurance principles are applied in all parts of RDOAG in a way that is appropriate for the business environment and objectives.

Scope

As part of a Worldwide Dealership Group, RDOAG is recognised as the leading supplier of Agricultural, Environmental, Construction, Forestry, Mining and Energy Industrial Equipment. The Company is committed to our clients from the owner/operator through to major corporations, providing equipment, service, spare parts and support to keep our customer's business running smoothly and ensure their long-term success.

Commitment

To ensure this goal is achieved in a complying and practical manner, we have established a Business Management System that is reviewed by senior management based upon AS/NZS ISO 9001:2015 and other Standards. We aim to meet or exceed our stakeholders' needs and expectations, and to also provide our customers with the assurance that the products and services provided by the Company are standardised nationally and will meet current and future needs and standards.

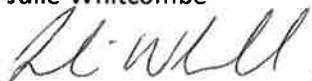
Products and services offered are continually being improved, expanded and modified to ensure customer satisfaction remains a priority. Above all, we deal openly with our clients, staff, suppliers and other stakeholders to make sure we maintain an honest, open and positive relationship. We recognise that these relationships are dynamic and need constant care and management.

Objectives

The main objectives of this policy are to:

- ensure that the Group, systems, products and services achieve the highest standards through continual liaison with customers, legislative sources and employees;
- maintain the uppermost quality of service by supporting employees in performing work of the highest professional standard by ensuring continuous improvement; and
- ensure our program of continuous improvement, awareness and culture is maintained and communicated.

Julie Whitcombe



CEO on Behalf of the Board
RDO Australia Group