

# Cromarty Values and Management Strategy

## 1 Context

Cromarty provides flexible solutions to our clients across multiple sectors including manufacturing, utilities, and primary industry via three specialist business groups: engineering, technical service, and product sales. We have offices in Brisbane, Devonport, Hobart, Launceston, and Melbourne.

Cromarty has determined external and internal issues relevant to Cromarty's purpose and strategic direction that may affect our ability to achieve the intended results of Quality, Safety and Environmental aspects of the Management Systems. These issues incorporate the needs and expectations of interested parties. Management Systems Context is reviewed annually as a component of Management Systems Review.

## 2 Scope

The Scope of our Management Systems is shaped by external and internal issues, production and delivery of goods and services, interested parties, compliance obligations, planned and/or performed work-related activities. The existence of diverse interactions between these factors is acknowledged. Audit requirements are determined by the requirements of ISO 9001:2015 – Quality Management Systems, ISO 14001:2015 – Environmental Management Systems, and ISO 45001:2018 – Occupational Safety and Health Management Systems and are subject to annual review. No exclusions to ISO 9001 have been nominated or determined.

## 3 Objectives

Cromarty applies a continual improvement model to our Management Systems. Through innovation we aim to:

- Ensure our products and services meet our clients' specifications.
- Deliver products and services on schedule.
- Consistently and effectively engage with our clients.
- Manage environmental impacts which may be associated with our processes.
- Adopt a lifecycle perspective in relation to the management of our environmental impacts.
- Ensure reporting and management of environmental issues are accurate and consistent.
- Provide a safe and healthy working environment for those under our care.
- Establish clear processes for communication and consultation of interested parties.
- Identify, monitor, investigate, report, and respond to all workplace health and wellbeing issues.
- Ensure workers are empowered to work safely and to protect the safety of others.
- Comply with relevant standards and regulatory requirements.
- Providing a framework for Management Systems review.

## 4 Focus

*Cromarty strives to identify and meet current and future Customer requirements and expectations.*

Cromarty's management team ensures that customer needs and expectations are determined for each project undertaken, converted to requirements, and met with the aim of enhancing customer satisfaction. Risks and opportunities are identified and controlled to assure the conformation of products and services and Customer satisfaction. Cromarty management ensures customer satisfaction is a continuous focus of our efforts through management systems review, engagement, and evidence-based decision making.

*Cromarty's processes account for any environmental impacts.*

Cromarty's management team undertakes comprehensive planning to examine the potential externalities of its product and service offerings. Significant aspects and impacts are addressed via processes which prevent negative environmental impacts from occurring, and to leverage opportunities to improve environmental outcomes for our customers through the provision of products and services. Compliance to internal processes and to other requirements are managed according to policy and procedure.

*Cromarty is dedicated to the provision of safe and healthy workplaces for its workers and contractors.*

Cromarty's management team takes responsibility and accountability for the active prevention of work-related injury and ill health by developing policy, establishing objectives, and by monitoring, measuring, analysing, and evaluating our process of continual improvement with respect to safety targets. Active prevention of negative impacts to workers resulting from work activities is the key focus of safety policy and procedure. Workers are empowered to protect their own safety and are charged with protecting the safety of others through the communication of roles, responsibilities, and authorities.

## 5 Business Values

Cromarty understands that the success of the company rests on commitment to core business values. At all times we strive to:

- Act with integrity.
- Deliver great outcomes.
- Develop open, honest, and lasting relationships.
- Focus on improvement and innovation.
- Achieve long-term growth & stability.

Signed: \_\_\_\_\_



(Phillip Gaunt – Managing Director)

Date: \_\_\_\_\_

17/05/2021

