

Coates

Quality Policy

Coates, part of SGH Limited (ASX Code: SGH), is Australia's leading equipment hire and solutions provider. With a national footprint across Australia, Coates employs a diverse cohort of highly skilled employees and plays an essential role in helping key sectors of the Australian economy to operate including construction, engineering, mining and resources, infrastructure, manufacturing, agriculture and major events. Coates has grown and evolved from being a pure provider of equipment to a provider of services and equipment solutions for almost 16,000 customers, from single individuals and small trades to Australia's largest companies. Coates end-to-end solutions include temporary works, traffic management, water treatment, industrial shutdowns, field maintenance, power, industrial heating/cooling/ventilation and portable building complexes.

Coates is committed to providing consistent quality services and equipment in an effective and efficient manner to support our customers' requirements and agreed expectations.

To achieve effective and successful Quality Management, Coates is committed to:

- Maintaining ISO 9001 certification supported by a robust Health, Safety, Environment and Quality framework.
- Ensuring we identify and understand the context of our business and the needs of our interested parties.
- Ensuring that we identify, understand and put controls in place to manage our organisational risk.
- Setting, implementing, monitoring and reviewing quality targets and objectives that supports the achievement of our organisational vision and strategic plan.
- Ensuring that the products and services we deliver meet statutory and regulatory obligations, Australian standards, codes of practices and industry standards.
- Ensuring that our business processes and systems meet statutory and regulatory obligations, Australian standards, codes of practices and industry standards.
- Continually improving our products, services, business processes and systems to be best practice.
- Continually improving the quality of our fleet including its composition, availability and utilisation.
- Optimising our processes to ensure consistent, efficient and quality service and product offerings. We will use a data-driven approach to identify risks and opportunities for improvement and to streamline our operations.
- Regularly upskilling our workforce through leadership and technical training and development opportunities
- Identifying, reporting, investigating and resolving deficiencies and non-conformances and taking action to prevent recurrence.
- Maintaining regular monitoring and audit programs to ensure quality control and standards and taking corrective action when necessary to address non-compliance or make improvements.



Approved by: Murray Vitlich - CEO

Endorsed by: Coates Executive Leadership Team

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