

# Quality Policy

## General Policy

The products and services provided by **IOR Energy Pty Ltd** places particular emphasis on reliability, experience, expertise, capability and quality. The policy of IOR Energy management is to provide the products and services in accordance with regulatory requirements and current industry codes of good practice.

IOR Energy is committed to the continuous improvement of its products and services so as to remain at the forefront of the industry's sector in which it is engaged.

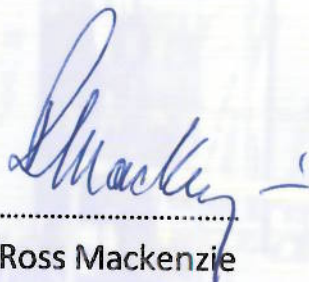
In order to implement this policy, IOR Energy management is committed to the establishment and maintenance of effective quality systems.

## Objectives

Quality Objectives encouraged and supported by IOR Energy Management are:

- Aim to always understand and meet Customer Requirements as often as possible
- Aim to provide a product that through unique innovation exceeds customer expectation
- Aim to monitor and measure Customer Satisfaction
- Aim to always improve the Quality Management System following the Continual Improvement Process
- Aim to always maintain and follow the Quality Management system throughout all projects.
- Build quality into our everyday working routine

**A Quality Company**



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**Ross Mackenzie**  
**General Manager**  
**IOR Energy Pty Ltd**

23 March 2011

