

Quality Management System Policy

At **Penske Transportation Group International Pty Ltd** and its **Australian and New Zealand subsidiaries ('Penske')**, aligned to our values of Ownership, Passion, Teamwork, Integrity and Care, we recognise that to provide sustainable value for our customers, shareholders and employees; we must achieve continual improvement of our performance, efficiency and effectiveness.

We will achieve this using our **Quality Management System (QMS)** throughout our organisation to ensure continual improvement, and subsequently maintain our third-party certification to the ISO 9001 Quality Management System standard.

We are committed to:

- Maintaining a QMS which provides the necessary control of our business to ensure our certification and franchise requirements, customers' expectations, and internal targets are met;
- Demonstrating QMS involvement and delivery throughout our leadership team and the greater organisation;
- Utilising a risk-based approach to change management in our business planning to ensure goals are met;
- Providing the necessary resources to deliver an effective and efficient QMS which supports our business needs;
- Creating the necessary business processes which deliver the control required to ensure targets and compliance requirements are met;
- Undertake reviews to identify opportunities for employees' personal development and improvement, driving our company forward and building a positive and effective culture.

To support this, we will:

- Provide training to ensure all employees, suppliers and subcontractors understand their Quality management roles and responsibilities;
- Consider Quality in all aspects of our work, using a risk-based approach consistent with our policies and procedures, processes and documentation;
- Involve employees and subcontractors in decision-making processes through regular communication, consultation and training;
- Continually improve our QMS and business processes utilising measurement, analysis, review and revision processes;
- Investigate Quality concerns to identify root cause, prevent recurrence and drive improvement.

Penske supports the execution of these objectives through the QMS utilising departmental policies and procedures, which are accessible on the intranet.



Hamish Christie-Johnston
Managing Director
Penske Australia & New Zealand