

## Quality Policy

LaunchTS Pty Ltd is committed to carrying out all our business activities in a sustainable and efficient manner that promotes continuous improvement and improved overall quality across the business.

To reinforce this commitment to continuous improvement, customer focus and compliance with regulatory and statutory requirements, the company's Quality program is based on the following principles that identify, manage and evaluate our key business activities, and reduce process, people, health and safety risk:

*All LaunchTS Pty Ltd managers, supervisors & employees will be involved and comply with the following:*

### Planning

- Include quality and continuous improvement considerations in all our decision-making.
- Provide adequate support and resources for people at all levels to fulfil their responsibilities.
- Implement quality systems, standards and processes that enable all activities to be carried out in a sustainable and efficient manner.
- Conduct regular reviews of the company and individual performance, identifying and implementing improvements as and when required.
- Continuously review and improve the company's quality performance.

### Practices

- Meet and/or exceed quality standards set by LaunchTS and its customers.
- Assess the quality impacts of the company's activities and implement controls and mechanisms to improve.
- Plan, design, and complete all activities in a way that reduces or eliminates risks and hazards and substandard work practices.
- Ensure compliance with quality standards, applicable legislation, regulations and codes of practice.

### People

- Appoint appropriately trained and experienced staff to carry out work with a quality focus that aligns with LaunchTS Quality System and the requirements of this policy.
- Provide opportunities for our people to develop the appropriate knowledge, skills and behaviors to ensure that every activity is carried out with the utmost respect for quality.
- Specify the need for contractors to carry out their work in accordance with LaunchTS Quality System and the requirements of this policy, and monitor compliance.
- Communicate with relevant key stakeholders about the company's performance and critical activities.

*Contractors and Sub-Contractors engaged to operate on behalf of LaunchTS have been informed of the requirements contained in this policy.*



Date:02/06/2016  
Version: V2

---

Rebecca Wallace  
Chief Executive Officer  
Launch Group

ABN: 19 065 395 935