



Quality Policy

Paull-Warner Resources (PWR) – leading Australian supplier and fabricator of emergency response vehicles; supplier of medical and emergency response equipment; provider of emergency response and industrial safety training; provider of emergency response, medical and security personnel; and the design, installation and maintenance of fire detection and occupant warning systems, fixed and mobile fire suppression systems and portable firefighting equipment - aims to provide its customers with products and services of a high standard, to the agreed specifications, delivery schedule and cost.

We aim to continually improve the service we provide to our customers and to produce finished work that we can be justifiably proud of.

PWR commits to:

- Meeting our legal and regulatory requirements.
- Building mutually profitable relationships with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.
- Achieving our quality, cost and schedule commitments.
- Driving continual improvement and innovation based on efficient business processes, best practice and client surveys.
- Developing staff competencies and accountabilities, through appropriate training programs and strong management involvement and commitment.
- Investigating customer complaints, and doing our best to 'put right' all justifiable complaints.
- Periodically reviewing the performance of the Quality Management System and our quality objectives.

All PWR staff and contractors:

- Are responsible for the quality of their work.
- Are accountable for fully satisfying our customers by meeting or exceeding their needs and expectations.

Our Goal: 100% customer satisfaction, 100% of the time.

Simon Paull
Director

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