



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

We are committed to continually improving the services 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 progress towards achieving 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
Managing Director

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