

Quality Management System Policy

At **Penske Australia / New Zealand**, 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 Australia / New Zealand support 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