

## QUALITY POLICY

At Mastercom the quality of our work is founded on our technical expertise, trust, resilience and reliability.

Our motto is “loud and clear” which defines our commitment to deliver innovative two way radio communication solutions that make industry flow.

In our daily interactions with customers, stakeholders and each other, we are focused on mobilising productivity, visibility and efficiency in order to exceed industry communication benchmarks.

Our objective is to satisfy the requirements of our customers and the marketplace by consistently and predictably providing products and services that meet the requirements of the two-way radio industry and state government contracts such as ITS2573.

We contribute to this by planning, organising, resourcing, directing, monitoring and measuring the processes and products relative to Mastercom’s policies, objectives and the requirements of the industry.

Mastercom only partners with key suppliers and technologies that meet the highest standards of excellence and can ensure that the products we supply are suitable for the intended application.

Endorsed by all Mastercom employees, our Quality Policy has been established to reinforce our corporate culture and the behaviour in which we conduct our operations.

### The core elements of the Mastercom Quality Policy are:

- ✓ A comprehensive and concise review process that will ensure our customers’ requirements are fully understood
- ✓ Personnel who are clearly briefed, trained and are provided with the appropriate resources necessary to deliver loud and clear solutions to meet our customers’ requirements every time
- ✓ Pre-defined quality objectives, performance expectations and Key Performance Indicators (KPI’s) to ensure we meet our objectives
- ✓ Processes to continually review and change the quality policy to ensure its integrity and relevance with the evolution of our company, customers and industry requirements
- ✓ Reporting processes that provide timely information to our customers, executive management and personnel on the quality of the product and services we provide
- ✓ Observance and compliance with all statutory and regulatory requirements

By adhering to these processes, we will continue to challenge and improve the quality of our products and services to meet the ongoing demands of our customers.

Mastercom has received accreditation from the Australian Radio Communications Industry Association:

<http://www.arcia.org.au/accreditation/accredited-members-register.html>

We record and report the results and use this as a basis for continual improvement.



Hamish Duff  
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