

## Business Operating Policy

Our vision is to be an innovative provider of mechanical services and ensure that we maintain the integrity of our business and our people at all times.

Our strengths are our competent people, management boldness, value delivery to customers, community worth and commercial performance for our owners.

We pledge our commitment to meeting or exceeding all stakeholder needs and expectations.

- We will manage risk and work safely in a manner that promotes the health and well being of the public, each individual and the environment.
- We will relentlessly pursue continual improvement and innovation in everything that we do.
- We will foster mutual trust and amicable working relationships between our people, thus providing mutual rewards of personal security, satisfaction and recognition.
- We will promote teamwork and the development and involvement of all personnel.
- We will as a minimum, comply with all legal obligations and the contractual requirements of our agreements.
- We will reduce waste and minimise pollution to air, water and land whilst conserving natural resources.
- We will provide operational guidance in the form of procedures, instructions and training which will be implemented to ensure that business processes are performed in a safe, planned, systematic and efficient manner.
- We all have the responsibility and accountability to fulfil these commitments and to identify any circumstances where our objectives may not be achieved.

The Directors will ensure that the commitments made by West Australian Mechanical Services (WAMS) are met by:

- Ensuring that WAMS establishes the environment, framework and context for the above behaviours to flourish.
- Establishing measurable objectives and targets.
- Involving themselves in training programs to provide a visible demonstration of their commitment to the operational objectives.
- Providing leadership, guidance and the necessary resources.
- Challenging performance.
- Showing personal accountability for the success of WAMS' overall obligations to customers and the wider stakeholders in the community.
- Regularly reviewing this Policy and the supporting systems and objectives to ensure they remain relevant and appropriate.



**Darryl Lathwell**  
General Manager  
West Australian Mechanical Services Pty Ltd.