



QUALITY POLICY

AJ LUCAS GROUP LIMITED (Lucas) has adopted the following Mission:

"To meet or exceed our customers' requirements and expectations in a proactive, professional and cost effective manner."

To achieve this objective Lucas will:

- Establish and maintain a Quality Management System in accordance with AS/NZS ISO 9001;
- Set objectives and targets to measure our performance and identify opportunities for improvement;
- Provide adequate resources to continually review and improve our business process;
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility; and
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.

A handwritten signature in black ink, appearing to read "Phil Arnall".

Phil Arnall
Chairman

AJ LUCAS GROUP LIMITED

Date of issue: April 2017