

Quality Assurance

Date Modified: 07/04/2026

Next Revision Date: 07/04/2028

Intent

This Policy outlines the expectations that RDO Equipment Pty Ltd (RDO Equipment) have with respect to meeting the requirements of AS/NZS ISO 9001:2015 Quality Management Systems –and to ensure that quality management principles and continual improvement are applied in RDO Equipment in a way that is appropriate for the business environment and objectives.

Scope

As part of a Worldwide Dealership Group, RDO Equipment is recognised as a leading supplier of Agricultural, Environmental, Construction, Forestry, Landscaping, Lawn and Garden, Mining and Oil and Gas exploration equipment. RDO Equipment is committed to providing our clients with high quality products including sales and rental for equipment, service, spare parts and support to keep their businesses running smoothly and ensure their long-term success.

Commitment

To ensure this goal is achieved in a complying and practical manner, we have established a Quality Management System that is reviewed by senior management based upon AS/NZS ISO 9001:2015 and other Standards and audited by external providers.

RDO Equipment will comply with the Quality Management Principles outlined in AS/NZS ISO 9001:2015 by:

- Maintaining a customer focus in the provision of all products and services
- Ensuring the Company's leadership is committed to the provision of high quality products and services
- Engaging our people to ensure quality processes are followed throughout the organisation
- Maintaining a process driven approach in the provision of products and services
- Maintaining a focus on Continual Improvement
- Ensuring decision-making is evidence -based
- Ensuring our business processes are focused on the long-term success of our business, our customers and all of our stakeholders.

We aim to meet our stakeholders' needs and expectations, and to provide our customers with the assurance that the products and services provided by RDO Equipment are standardised and meet current standards.

Products and services offered are continually improved, expanded and revised to ensure customer satisfaction remains a priority. We deal openly with our clients, staff, suppliers and other stakeholders to ensure we maintain an honest, open and positive relationship. We recognise that these relationships are dynamic and need constant care and management.

Objectives

The main objectives of this Policy are to ensure that RDO Equipment:

- establishes and maintains systems, products and services that achieve the standards expected by our customer and stakeholders, through continual liaison with manufacturers, suppliers, customers, legislative sources and employees;
- ensures RDO Equipment's internal systems and processes meet the requirements of AS/NZS ISO 9001:2015 Quality Management Systems
- maintains the highest quality of service by engaging and supporting employees in performing work to a professional standard as documented in RDO's QMS; and
- maintains a focus on commitment to continual improvement that is resolute and communicated to all stakeholders.



Scott Carpendale
Chief Executive Officer
Date: 09/04/2026