



Karl Freeman Industries (otherwise known as KFI Group) is a multi-faceted provider of maintenance and people solutions for the mining, heavy commercial, and oil & gas sectors. Originally founded by our CEO Karl Freeman KFI Group is made up of KFI Heavy Maintenance, KFI Plant Hire, KFI Toowoomba, and Hot Wired Auto Electrical, we deliver nationwide field service and labour support to keep operations running smoothly.

Our centrally located Toowoomba workshop offers a complete suite of maintenance solutions—from LV and HV mechanical repairs and auto electrical services, harness manufacturing and air conditioning. With extensive industry expertise and a commitment to quality and safety.

Karl Freeman Industries is your trusted partner for efficient, reliable, and innovative solutions across Australia.

As a responsible business entity, we have an obligation to ensure we provide our clients with a product and or service that meets the relevant specification, on time and within budget. Our aim is to deliver quality services to our clients. To do this Karl Freeman Industries will endeavour to continually improve the quality of our services, staff, processes and management system. Top management are committed to demonstrating leadership with respect to the management system and taking accountability for the effectiveness of the system.

We believe that every service is unique, and we will strive to exceed our customers need at every opportunity. This policy integrates our values and beliefs on quality management, as we endeavour to:

- o ensure our Management System complies with the requirements of ISO 9001:2015 Quality Management Standard.
- o aligning our processes with industry best practice and significant learnings from our continual improvement process
- o exceed our client's requirements, industry regulators and staff, and provide these services in a professional and ethically responsible manner.
- o provide exceptional service and reliability
- o provide appropriate training to our personal and ensure they work in professional manner.
- o comply with all relevant statutory duties, codes, standards and contractual requirements
- o ensure that workers at all levels of the organisation maintain a focus on quality
- o monitor our outputs to ensure these meet the endorsed quality process

To achieve our objectives and satisfy the expectations of clients, we are committed to implementing, maintaining and improving our Management System. In addition to this this Management will ensure the integration of the management system into business processes and promote a risk-based approach.

It is important to note that quality management is a shared accountability as well as an individual responsibility, for all persons impacted by our operations. At Karl Freeman Industries, we seek the co-operation of all our stakeholders to achieve our quality objectives. We emphasise the requirement to comply with the company's best practices at all times so that our customers' needs are always exceeded. Karl Freeman Industries will always encourage suggestions to improve our quality objectives and work towards creating a safe working environment.

This policy is regularly communicated to all employees and interested parties and is available to any interested party upon request.

Approved for use by:

Karl Freeman
Director

1st December 2025