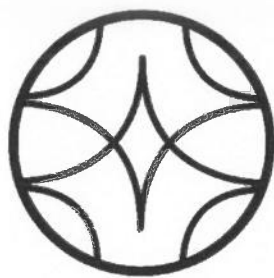


# Quality Policy



**RDM**  
Group

Redback Radiators Pty Ltd  
30 Industrial Avenue, Molendinar, QLD 4214  
ABN 64 133 682 069

Redback Radiators Pty Ltd is an Australian privately owned and operated company which commenced operations in March 2009, with Diecon Marine being acquired in August 2016.

Our Quality Management System (QMS) Policies outline the principles upon which our management system is based and our Standard Operating Procedures (SOP) outline how we sustainably undertake key activities. Supporting documents and files provide further information to enable the efficient operations of the QMS.

We strive to achieve customer satisfaction through the continuous and rigorous implementation of our QMS while meeting relevant statutory and regulatory requirements.

Our QMS has been developed to comply and align with the requirements of AS/NZS ISO 9001: 2016 being the international quality standard for products and services across manufacturing and service operations, excluding design and development which are not core business activities.

We are committed to ongoing excellence in the manufacture of Radiator Core and Marine Heat Exchanger equipment which are produced to withstand the most extreme operating conditions both on land, and at sea.

We focus on manufacturing and delivering precision engineered products, components and solutions that meet and exceed our customers' expectations through:

- Setting annual objectives for the business;
- Measuring and collecting performance based operational information;
- Taking action to realise our objectives based on information collected;
- Continuously working to improve the effectiveness of the Redback Radiators QMS through our procedures , equipment and processes;
- Providing training and development opportunities for all of our team members;
- Having a focus on maintaining a safe work environment; and
- Striving to achieve excellence in all that we do.

In summary Redback Radiators is committed to exceeding the needs and expectations of all customers while delivering profitable outcomes for stakeholders and satisfaction for our team members and suppliers through the effective implementation of our QMS.



Clive Bengé  
Managing Director