

QUALITY POLICY STATEMENT

MacDonald Johnston Pty Ltd, including the division JD MacDonald, is committed to providing the highest possible quality and reliability of services in the design and manufacture of road sweepers, mobile and static waste handling equipment, firefighting appliances, general engineering products and washroom equipment, in order to obtain new customers and retain existing ones.

JD MacDonald is committed to continuous improvement in quality with the goal of meeting or exceeding our customers' expectations.

Improvement in quality is the objective and obligation of every JD MacDonald employee.

Our commitment to quality improvement will lower costs by eliminating errors, resulting in the best service and highest degree of customer satisfaction.

To achieve the above, JD MacDonald will:

- Make quality outcomes the joint responsibility of Management and Employees. Our commitment is to utilise every available means to do it right the first time.
- Maintain quality goals and objectives as set out in our Strategic Plan.
- Ensure that customer expectation, as well as specification, are an integral part of every new program.
- Apply a quality planning system to ensure effective implementation of new programs to meet our quality goals.
- Commit to an ongoing training program for all new and existing employees.
- Promote quality awareness and employee involvement in quality improvement programs.
- Maintain a committed Quality Management System to ISO 9001:2000.

A handwritten signature in blue ink that reads 'David Waldron'.

David Waldron
MANAGING DIRECTOR

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