



❖ Quality Policy

Forest Coach Lines has evolved into a major provider of public transport across a wide stretch of Sydney's northern suburbs.

Services range from the busy express commuter runs into the city to the weekday off-peak shuttle bus operating between Killarney Heights and Forestville. Chatswood continues to be the hub for many Forest Coach Lines' services and on any normal weekday more than 210 departures operate from there. Other locations within the company's network, such as Frenchs Forest shopping centre, Jamieson Square (Forestville) Austlink Business Park and Terrey Hills, serve as important transfer points between certain routes.

The Key Principles underpinning our Quality Policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered
- Continual monitoring and reporting of all agreed service quality and performance indicators
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a management system that complies with the requirements of the International Standard ISO 9001:2015.

Our quality objectives are to:

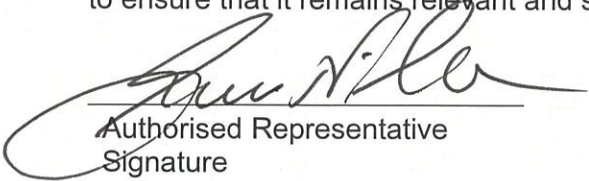
- Consistently and efficiently delivery services to our customers that comply with their specifications and relevant standards
- Resolve customer, employee and supplier queries promptly and in a friendly manner
- Give our customers the utmost confidence in our products/services and ability to meet their needs

To achieve these objectives, we shall act to:

- Ensure high levels of management and staff involvement in all operational aspects
- Continuously engage all stakeholders in meaningful consultation and communication
- Measure our performance and use this information for the continual improvement of our services and integrated management system

Our Quality Policy is applicable to our managers, all workers and contractors and to any person or organisation that represents us as well as all suppliers in the conduct of their activities for and on our behalf.

This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of Forest Coach Lines.



Authorised Representative
Signature



Date

