

Policy Statement

[ACE Materials Handling Pty Ltd](#) originated in 1991 and is a locally owned and operated business with its Head Office located at Darra, South West of Brisbane, Queensland.

ACE Materials Handling's core business is the design, development, manufacture, supply, installation and inspection/maintenance of cranes, hoists, electrical systems, mechanical services, air-conditioning, access and materials handling equipment. Our mission is to provide a professional service at a competitive price, focusing on our client's needs and exceeding their expectations.

[ACE Materials Handling Pty Ltd](#) is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and our responsibility to the communities within which we operate or may affect. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

OUR PEOPLE

[ACE Materials Handling Pty Ltd](#) is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. [ACE Materials Handling Pty Ltd](#) is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Prevention of accidents and incidents;
6. Designing and providing a safe and secure work environment.

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

OUR COMMUNITY & ENVIRONMENT

[ACE Materials Handling Pty Ltd](#) is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities and as such, our environmental commitments include:

1. Protection of the environment;
2. Conformity to compliance obligations;
3. Continual improvement;

4. Prevention of pollution and sustainable use of resources;
5. Climate change mitigation and adaptation;
6. Protection of biodiversity and ecosystems;
7. Other specific commitment(s) relevant to our context.

OUR WELL BEING

We proactively comply with all applicable health and safety, legal and regulatory requirements to which we subscribe in order to:

1. Prevent accidents and work-related ill health by managing health and safety risks in the workplace;
2. Provide clear instructions and information, and adequate training, to ensure employee competence;
3. Engage and consult with employees on day-to-day health and safety conditions;
4. Implement emergency procedures in case of fire or other significant incident;
5. Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances.

OUR QUALITY

[ACE Materials Handling Pty Ltd](#) is committed to achieving competitive excellence and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all customer, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes via our QHSE MS;
4. Extending our QHSE MS practices to our Supply Chain.

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and outstanding business.