

Quality Policy - Hornibrook Bus Lines PTY LTD

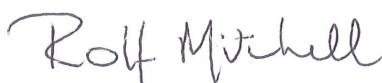
The Hornibrook Group is committed to raising its level of customer service and professionalism throughout all of its operations. Quality forms an integral component in achieving our goals and will be considered in all facets of our business.

- The Hornibrook Group is committed to providing high quality public transport that is both safe and reliable.
- Our commitment to both Customer Service and Professionalism is underpinned by The Hornibrook Group' vision to be:

*The Benchmark of Integrated, Innovative and  
Harmonious Public Transport in South East Queensland*

- In ensuring our focus on putting our customers first (internal and external), we will continue to build a strong relationship with our employees, not only to achieve our objectives, but also to improve job satisfaction through greater involvement and empowerment.
- In achieving this aim, The Hornibrook Group has developed a quality system program that is continuously reviewed and developed using the Australia Standard ISO9001: 2008
- To ensure Quality forms an integral part of The Hornibrook Group, our employees will be provided adequate training, input and ownership of the quality process.
- The Hornibrook Group seeks to provide a high standard of service and ethics whilst providing a safe physical environment in which all stakeholders can have confidence.
- By doing so we will maximise the benefits and returns to our customers; all levels of Government; our staff; our stakeholders and our suppliers.

The implementation of a Quality Program is the shared responsibility of all employees and I offer my full commitment, enthusiasm to Quality Assurance, as it is the key element of the success of The Hornibrook Group.



**Rolf Mitchell**  
State Manager QLD- Bus  
Keolis Downer

1<sup>st</sup> May 2015