**D & M Plant Hire has been sharpening the saw.**

We have been working with a number of consultants to identify further opportunities to improve our Certified Quality, Safety and Environmental (QSE) Management System and enhance our organisational culture.

This is with a view to giving our customers ongoing confidence that we can continue to provide cost-effective fit-for-purpose plant and services while minimising risks to health, safety and the environment.

Opportunities identified and implemented to date include:

* Programs to ensure more frequent and effective internal communication and consultation with our team members;
* Training in Code of Conduct for our team members;
* An extensive review of our training and competency framework;
* Implementing a new business management tool to ensure jobs are issued, administered and closed out in an effective and transparent way; and
* Revisiting our compliance activities to ensure they continue to align with requirements of the law.

In progress is a program to provide Customers with an opportunity to provide feedback to our business via an online survey. We will use this information to continue to improve our service to our Customers.