



INTEGRATED MANAGEMENT SYSTEM

Quality Policy

LC-POL-03

Our commitment to a crane on site on time, correctly specified for the lift, fully compliant, with the paperwork already done.

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LYFT CRANE HIRE PTY LTD

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POLICY STATEMENT

Lyft Crane Hire is judged on two things: whether the crane turns up when we said it would, in the configuration the job needs, and whether it works all day once it is there. A crane that arrives late, arrives wrong or breaks down mid-pour costs the head contractor far more than the hire rate.

Our quality objective is a crane on site on time, correctly specified for the lift, fully compliant, operated by the right ticket, with the paperwork already done.

OUR COMMITMENTS

Lyft Crane Hire commits to:

- Confirming the scope before we quote — load weights, radii, site access, ground conditions, hours and duration — so the crane we send is the crane the job needs.
- Selecting the crane and configuration against the load chart, with capacity to spare rather than working the machine at its limit.
- Providing lift plans, lift studies and crane setup drawings where the lift is complex, critical, near services or over live areas.
- Delivering current compliance documentation before mobilisation — registration, annual and major inspection certificates, logbooks, maintenance history, insurances, SWMS and operator licences — so the crane is not held at the gate.
- Maintaining cranes to the manufacturer's schedule and keeping the records, so breakdown time is the exception rather than a normal cost of hire.
- Inspecting, tagging and registering every sling, chain, shackle and lifting attachment, and removing anything defective from service.
- Turning up on time, and telling the client early and honestly when something will make us late.
- Recording the day accurately — hours, standing time, delays and who caused them — so dockets and invoices match what actually happened.
- Reviewing client feedback, breakdowns and non-conformances at least annually and using the results to improve.

RESPONSIBILITIES

Director — sets quality objectives, provides resources, and reviews performance and client feedback.

Operations Manager — confirms scope and crane selection, prepares lift documentation, schedules maintenance around work, and manages client communication when something changes.

Crane operators — complete pre-start inspections, operate within the load chart, report defects immediately rather than working around them, and complete dockets accurately.

RELATED DOCUMENTS

This policy is displayed at Lyft Crane Hire worksites and is communicated to all workers at induction.

AUTHORISATION

Approved by:	Jesse Lindenberg — Director
Signature:	
Date:	