

QUALITY POLICY

We are dedicated to ensuring that our products and services fully meet the requirements of our customers at all times and that we achieve a high level of customer satisfaction. We understand that commitment to, and the implementation of, managerial and business operational systems, is essential to realising our goal.

We believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in quality.

Our quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers;
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them;
3. Everyone understanding how to do their job and doing it right the first time.

To ensure that this policy is successfully implemented, our workers will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements. Management will be responsible for ensuring that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy by determining, monitoring and reviewing.

The quality policy principles and objectives will be communicated and available to workers at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our company under the disciplines and control of a Quality Management System conforming to the International Standard AS/NZS 1S0 9001, planned and developed jointly with our other management functions. We are all committed to operating continuously to this Standard and we will maintain the necessary quality approvals consistent with our customer requirements. We will constantly review and improve our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We will ensure that all our personnel understand and fully implement our policies and objectives and are able to perform their duties effectively through an ongoing training and development program.

The policy will be reviewed on an annual basis.

Approved by:

Date: 17 July 2014

Bill Bartley, Managing Director