



## Quality Policy

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Quality in all aspects of our work reflects how we value our customers. We strive to provide systems and services that are smart, tailored to individual customer needs, and exceed customer expectations. We improve together with our customers.

We are committed to compliance with ISO9001, applicable Codes of Practice and Australian Standards.

Quality is a consequence of our core values:

- Customer satisfaction through innovative solutions to specific customer problems
- Highest standard of accountability & responsibility
- Integrity, honesty and tolerance are the basis of our actions
- We cooperate as a team with customers, communities and business partners

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

To ensure that we meet our responsibilities and obligations to our customers, people, business partners, suppliers and shareholders, we are committed to the following quality objectives:

- **Innovative functionality:** We design solutions with cutting-edge functionality
- **Collaboration:** We work in a collaborative manner with customers, partners and peers
- **Tailored systems:** Our systems are tailored to specific customer objectives and we deliver systems and services that meet or exceed our customer's expectations
- **Adaptability:** We seek, analyse and use customer feedback to implement improvements
- **Performance tracking:** We relentlessly track our design and project delivery performance
- **Supply partnership:** We develop and maintain a strong supply chain and leverage project supplier strengths to improve our systems and project delivery
- **Responsibility:** Each team member is accountable and responsible for the quality of work

The policy is reviewed periodically by management.

Signed:  (Managing Director)

Date: 

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