**Introduction**

The company has established, documented and implemented a quality, occupational health and safety and environmental management systems for all its sites, which is maintained in order to continually improve its effectiveness in accordance with the legislation, international standards and best industry practice. The processes that contribute to meeting the requirements of the standards have been determined.

**Scope Statement**

The scope of the Quality, Health and Safety and Environmental Management Systems cover the servicing of electronics products which include Depot Repair, RMA Management, Fulfillment, Reverse Logistics, Product testing and Screening, Refurbishment, Customisation, Asset Recovery, Upgrade, Spare Parts, Warranty Management and Special Projects.

**Physical Boundaries**

* + QSL’s main facility (U11) - Silverwater
  + QSL-CFS/ARB Operations - Len Waters Estate, Hoxton Park
  + QSL (NZ) – Auckland, New Zealand (not included for OHSMS certification)

**Staff in Scope All QSL Staff within the specified physical boundaries**

## General

The processes, activities, functions and operations related to the services and products including intermediate products sent on site are covered within the scope.

These requirements are aligned with the policies and objectives of the sites and include those of the international standards ISO 9001:2015, ISO14001:2015 and ISO45001:2018.

The scope specified above are not limited to single sites. This is totally dependent on what contracts or projects are being serviced on each site. Currently, Silverwater facility is holding multiple contracts which may involve all processes in scope. While, CFS/ARB involves customisation, asset recovery, upgrades and/or special projects. On exceptional circumstances, contracts/projects on other sites may be relocated to other sites e.g. CFS/ARB operation can be moved at the main facility in Silverwater.

Should the services be required to be conducted outside the QSL’s physical boundaries, any process or activities that may affect service or product conformity to the defined standards of the Quality, Health and Safety and Environmental Management Systems then the organisation will assume control over this process.

The processes and their interaction are documented within its procedures.

The policies and procedures of the Management Systems are pre-fixed with DOC & SOP and some controlled records are prefixed with REC.

Master list of documents relating to the quality, health and safety and environmental management systems are available in below document:

[REC004 - Master List of Documents for QSL](file:///\\qsl-srv-01\Quality\Current%20Documentation%20System\Records\REC004%20-%20Master%20List%20of%20Documents%20for%20QSL.xlsx)

Signed:

**Prem Reddy**

Managing Director

Date Printed/signed: 04-03-2025

DOCUMENT REVIEW

This document will be reviewed as it is deemed appropriate, but no less frequently than every 3 years.

# REVISION/REVIEW HISTORY

| **Version No** | **Version Date** | **Revised By** | **Revisions** |
| --- | --- | --- | --- |
| A | 28-Feb-2019 | Elizabeth | Initial release |
| B | 24-Oct-2019 | Elizabeth | Corrected typo error under example documents DOC003 – Quality Policy; |
| C | 13-Nov-2019 | Elizabeth | Updated with Master list of documents |
| D | 14-Feb-2020 | Elizabeth | Removed examples of documents; updated with provision for signature |
| E | 09-Feb-2021 | Elizabeth | Included OHSMS in the scope; updated introduction and objectives |
| F | 15-Apr-2021 | Elizabeth | Removed U15 under Physical Boundary:  Renamed Sec – Objectives to General;  Inserted par 3 under General, elaborating on scope |
| G | 10-Feb-2023 | Prem/Elizabeth | Reviewed and removed qCare under Physical boundary |
|  | 27-Feb-2025 | Prem/Suhayl | Reviewed - no change |