**QUALITY POLICY**

Alex Carpenter consistently delivers quality services to customers.

Ensures that the needs and expectations of the customers are always met while complying with contractual, legislative, regulatory, and other requirements in the most cost-effective manner.

The business establishes and reviews quality objectives and strives to meet predetermined targets to:

* Provide quality customer service; and
* Continually improve the management system performance.

To achieve these objectives the business has a Management System that is certified to AS/NZS ISO 9001:2015. This management system ensures that all business activities are carried out in a planned and systematic manner resulting in consistent and improving quality of service that provides satisfaction to customers.  
  
Through quality management, it is the aim of the business is to continually strive for quality improvement in all activities, in order to maintain a competitive advantage and to increase market share in residential and construction sectors.  
  
Management is committed to providing leadership and resources at all levels of the business to ensure the objectives are met.  
  
Quality is the responsibility of all personnel and the Quality Policy and Management System shall be communicated to all personnel through induction, training and ongoing example in the workplace.

**This policy will be reviewed annually by the Managing Director**

Alex Carpenter

Managing Director

April 2024