



## **QUALITY MANAGEMENT POLICY**

### **OBJECTIVE**

Coates Signco Pty Ltd (The Company) aims to continuously provide all of our customers with a quality service that is in line with the requirements of ISO 9001 that not only meets our customer's expectations but exceeds them and to continually update and improve our procedures to keep up with the latest Industry Practices and the most current ISO 9001 Guidelines.

### **APPLICATION**

This policy applies to all Crew and contractors of as well as suppliers of material to, at any the company's office, warehouse, workshop, or worksite.

### **POLICY STATEMENT**

Coates Signco Pty Ltd aim's is to ensure complete customer satisfaction regarding our contractual requirements in relation to the Installation, Inspection and Ongoing Servicing of signs for commercial, private and public sector entities.

It is the company's aim to manage the growth of our contracts and client base in a manner that maintains our stability and reputation with our existing customers while allowing for the development of new clients and opportunities.

The success of our Quality Management Policy will be assured by management's commitment to facilitate the highest levels of staff training, supervision and onsite management as well as actively engaging all the company's personnel in the continual development of our Quality Management Manual. That works towards sustainable and improved quality by understanding and meeting our legal obligations and our customer's expectations.

The company's management implements site specific management and reporting procedures to ensure that services are delivered that meet our Workplace Health and Safety, Environmental and Quality obligations, These procedures also ensure that our level of service delivery is not only maintained, but a culture of continual improvement is maintained in order to provide our customers with consistent and uniform standard of service that exceeds there expectation.

The company's reporting procedures encourages its customers to have input into the quality of the finished product and service. They also facilitate reasonable access to senior personnel in order to facilitate positive change.

**This policy is endorsed by the General Manager APMEA of Coates Signco Pty Ltd**

**Signed:** *Tom Chapman*

Tom Chapman

**Date:** 18/06/2025

**Review date:** 18/06/26