

At Altona Plumbing and Civil we are committed to undertake all works to a standard that satisfies our client's needs and provides a quality service. We develop and implement systems of work that provide client satisfaction that not only meets but exceeds expectations. Altona Plumbing and Civil aim to deliver services in a proactive, professional and cost-effective manner using the latest technical innovations and experienced personnel.

In order to meet our objectives, Altona Plumbing and Civil are committed to:

- Maintaining a client focus by utilising an adaptive system reflective of the client's needs;
- Setting measurable objectives and targets and reviewing progress to measure the system;
- Developing an affable, mature and professional relationship with clients;
- Ensuring we provide technical success through teamwork, flexibility and attention to detail;
- Delivering quality services with an emphasis on meeting customer specifications, applicable legislation, regulations and other relevant industry requirements;
- Reviewing and comply with contractual obligations;
- Taking the lead in the industry by developing innovative ideas;
- Conducting business in a proactive and professional manner;
- Providing personnel with relevant training and professional development;
- Encourage feedback from our clients and employees;
- Taking appropriate action where performance does not meet expectations;
- Communicating management system changes to all personnel in a timely manner, and;
- Continually improving the quality and effectiveness of our management systems;

Altona Plumbing and Civil ensure that employees are aware and understand our Quality Assurance Policy and regularly develop strategies to improve quality on our projects in order to assure that we meet our objectives.

We will continue to conduct regular reviews of this Policy to maintain currency and relevance to applicable legislation, regulations and other statutory requirements.

Signed by:

A handwritten signature in black ink that reads 'T-J Byrne'.

Trevor J Byrne

Director