



QUALITY POLICY

POLICY STATEMENT

Grandstand Scaffold is committed to providing our customers with the highest scaffolding services, on time, every time. Our success depends on customer satisfaction and it is the policy of this company to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders.

Our quality objective is to meet or exceed our customer requirements and expectations in a proactive, professional and cost-effective manner. Every employee is involved in and committed to achieving high quality standards for our customers through the application of the Quality Management System.

AIMS AND OBJECTIVES

The Company will seek to achieve this by meeting the following:

- Establish and maintain a Quality Management System in accordance with AS/NZS ISO 9001:2015 as well as complying with all applicable statutory and regulatory requirements.
- Incorporating quality management into all business functions as an integral part of Grandstand Scaffold's organisational context
- Set objectives and targets to measure our performance and identify opportunities for improvement according to our organisational context
- Provide adequate resources to continually review and improve our business processes.
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility.
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.
- Establishing, reviewing and communicating quality performance measures and taking action to continually improve outcomes.
- Using a consultative process between management, employees and contractors with the view to maintain management systems that promote continuous improvement.

RESPONSIBILITIES

This policy is applicable to Grandstand Scaffold Services Pty Ltd in all its operations and functions including those situations where employees are required to work on specific sites. The Policy Statement will be reviewed on an annual basis and is available to all interested parties via the Grandstand Scaffold Services Pty Ltd website.

Elaine Green
Director