

## QUALITY POLICY

**Facilities Fix** specialises in building and construction services, reactive maintenance and project management to the domestic market.

As such, the company has declared its intent to understand its markets and identify customer needs and requirements. This ensures that we are delivering services that provide customer satisfaction and quality outcomes.

To ensure **Facilities Fix** quality objectives have purpose, we have established an effective and efficient Quality Management System. This system has been planned and developed in conjunction with all functions of the organisation and in a culture which encourages employee involvement and participation.

Our quality system is structured in accordance with the appropriate guidelines as described in the Quality Standard ISO9001. **Facilities Fix** conform to other prescribed relevant standards and regulatory requirements (such as those relevant to various State and Federal government requirements).

**Facilities Fix** adopts the principles of continuous improvement and as such shall maintain and review its Quality Management Systems, processes and responsibilities, to achieve its objectives annually or when changes dictate.

Our commitment to quality is endorsed by principle stakeholders and top management and extends to all functions and levels of the organisation. All **Facilities Fix** representatives embrace the requirement to accept their share of responsibility for the quality of **Facilities Fix** services.

Our quality philosophy is stated in this policy to clearly indicate the attitude and intent of **Facilities Fix** since the result will provide the basis for **Facilities Fix** to achieve competitive advantage, continual growth, and financial security and will enhance our reputation and employee and client satisfaction.

**Signed by**

A handwritten signature in black ink, appearing to read 'Colin McMillan', is written over a light blue horizontal line.

**Colin McMillan**  
**Managing Director**

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