

## Quality Assurance Policy

### Policy Statement

The aim of the quality policy is to consistently deliver a product that meet clients' and applicable legislative requirements and to enhance customer satisfaction.

TWG is committed to deliver a professional, consistent, and efficient product to its clients through an integrated quality management system that provides a framework for establishing and reviewing the quality objectives against which the performance of our systems can be measured.

Senior Management will ensure that the quality policy is appropriate for the purpose of the organisation and reviewed for continued suitability.

TWG has committed staff and resources to comply with applicable requirements which includes ISO9001:2016 and continually improve the effectiveness of the quality management system. This policy will be communicated to all TWG staff.

### Scope

TWG's Quality Policy applies to all workplaces, events, situations, tasks, buildings, equipment, methods, substances, and products used in carrying out the company's activities.

### Aims

TWG is committed to:

- Provide a consistent quality product that meets or exceeds clients' expectations and satisfaction;
- To identify a Quality Management Plan for each project to identify hazards, risks ensuring all parties and contracts have the same attitude and policy as TWG.
- Provide innovative and cost-effective solutions to our clients;
- Foster a culture of continuous improvement amongst management and staff in all aspects of their daily activities;
- Provide enough resources, training of staff and supervision of contractors to achieve conformity to product requirements.

### Responsibilities

Senior Management is accountable for the development, communication and implementation of this Quality Policy to ensure continual improvement aimed at achieving product conformance, enhancing operational efficiencies, and customer satisfaction. Staff are to adopt and comply with the integrated management system to meet the policy objectives.

### Policy Endorsement

This policy is endorsed by the Directors of The Walsh Group Pty Ltd



Director – Joseph Yousef



Director – Bill E Walsh