

Quality Policy

Sure Plumbing and Civil Constructions Pty Ltd will conduct its business in a manner that meets or exceeds customer requirements and expectations whilst at the same time delivering sustainable operations. Our goal is to stand above others through the provision of solutions that are technically appropriate, socially, economically, and environmentally responsible and which comply with regulatory requirements.

The Company is committed to the following objectives:

- Establishing a Quality System to ensure high-quality and reliable processes that are continually improving.
- Enhancing customer satisfaction.
- Identify risks that may impact the company's operations and provide resources to manage them.
- Identify opportunities to improve the company's operations and provide resources to manage them.
- Comply with applicable laws and apply best practices where laws do not exist.
- Strive to meet business contractual obligations and project programs.
- We have the skills and resources to fulfil our customer requirements.

Our quality management objectives shall be achieved by:

- Leadership, information, instruction, training and supervision are necessary to ensure that employees are supported, qualified and competent in meeting the requirements of this policy.
- A consultative process between management, employees and contractors with the view to maintaining management systems that promote and continually improve performance.
- Work being carried out consistently to a defined standard.
- Conducting reviews and evaluations of our operations to measure compliance.
- Ensuring our customers' requirements are fully understood and satisfied.
- Dealing with complaints efficiently and within an acceptable time while maintaining a professional approach to customer interface always.

This policy shall be communicated throughout the Company and will be periodically reviewed.



Troy Revell – Director
Sure Plumbing and Civil Constructions Pty Ltd

06/08/2024

Date



Ryan Revell – Director
Sure Plumbing and Civil Constructions Pty Ltd

06/08/2024

Date