

QUALITY POLICY 20/21

Air Control Australia Pty Ltd

Factory 5-6, 21 Barry Street Bayswater
VICTORIA 3153

Phone: 1300 220 935

Fax: 1300 220 391

www.aircontrol.net.au



Authorisation

This policy is signed by us so that you will be aware that we are personally committed to Workplace Health, Safety and Welfare.

We expect your cooperation and compliance with this policy to ensure continuous improvement in health and safety performance and a safer working environment for all employees.

Luke Vandersluis

LUKE VANDERSLUIS
MANAGING DIRECTOR

Anthony Zisis

ANTHONY ZISIS
DIRECTOR

Date of Issue
Nov 2020

Date of Review
Jul 2021

Commitment

Air Control Australia provides airconditioning service, repairs, installation, maintenance, building management control systems and associated services to all commercial infrastructure in all types of properties.

Our company is dedicated to providing the highest level of customer service and productivity as set out in ISO 9001:2015 along side contracted conditions & agreed customer expectations. Air Control Australia maintain a high level of customer service by regularly seeking feedback from our customers to review and establish ways to continually improve our customer service delivery.

We will work in partnership with our customers, field operator's, staff & management to ensure that our customers have total confidence in our ability to achieve the level of satisfaction required to meet their expectations.

We continue to conduct our business as a responsible and ethical member of the community. We believe this is fundamental to our long-term success.

Objectives

We strive to:

- Make quality work the joint responsibility of Management & Employees. Our commitment is to utilise every available means to do it right the first time.
- Maintain quality goals & objectives
- Comply with legal & other requirements (EG Standards, Specifications & Code of Practice)
- Continually improve the effectiveness of our Quality Management System by developing, maintaining, monitoring, reviewing & auditing our system.
- Ensure that customer expectation, as well as specifications, are an integral part of every project
- Develop & maintain an ongoing training program for all new & existing employees to ensure we improve & update their skills—This includes awareness & knowledge of our Quality Management procedures so they can identify & solve problems to avoid compromising the quality of our services;
- Identify, report, investigate & resolve any non-conformance to ensure there are no recurrences
- Monitor, review, & evaluating the performance of subcontractors & suppliers — Ensuring they are aware of Air Control Australia's expectations.
- Maintain & align to the Quality Management System to AS/NZS ISO 9001:2015