

## QUALITY POLICY



Albright & Wilson (Australia) Limited (AWAL), its Directors and Management are committed to providing high quality to our customers in all aspects - products, packaging, delivery and in the services we offer.

Quality is the cornerstone of our company. Quality awareness and commitment are integral to all facets of our operations. Quality is the responsibility of all levels of our organisation.

Customer satisfaction is essential to our success. Albright & Wilson's Quality system ensures that we satisfy our customers. And our ISO 9001 accreditation assures customers that our Quality system can meet their Quality needs.

AWAL will strive to fulfil our customer's needs by:

- Understanding what the customer wants and delivering it to achieve total customer satisfaction
- Meeting customer needs with speed and flexibility by delivering of products in full, on-time and of high quality
- Promoting service and innovative solutions for customers in every aspect of our business
- Being a leading example in our teamwork and management performance, and in the way we make our products and support our customers
- Practicing the highest ethical standards, honouring our commitments and conducting operations in accordance with good manufacturing practice
- Maintaining continuous improvement throughout the company by constantly questioning our methods and actions and asking if things could be done better
- Setting improvement targets and instigating improvements based on customer-perceived issues
- Choosing suppliers on the basis of their ability to meet our requirements for quality, delivery, price and service
- Ensuring staff are knowledgeable about our quality system, their responsibilities in the company and developing our employee's skills at every level
- Enabling our people to take responsibility for their activities
- Encouraging co-operative effort at every level across all activities in our company
- Working to minimise the impact of our products and operations on the environment
- Embedding Quality and sustainability in all our decisions and activities

AWAL Directors and Management support and are responsible for the implementation of this policy. All employees, contractors and suppliers have vital roles in co-operating with and assisting the company in achieving our Quality aims and satisfying our customers.

Denise van Gessel  
Managing Director & CFO  
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