



POLICY NO. CCPL-IMS-P-04

QUALITY POLICY

Complete identifies that ongoing review and continuous improvement of its quality management systems must form the foundation of ensuring the preservation of not only its own brand, but also its customers.

Complete is committed to continually exceeding our customers' expectations by consistently providing the highest level of quality service possible in a timely manner across all areas of our business operations.

Complete is dedicated to the ongoing implementation of the below strategies which form the basis of its quality management system;

- Ongoing consultation with our customers to identify areas of business improvement in the interests of establishing a mutually profitable relationship.
- Open communication and ongoing training with our employees and contractors on all quality processes to ensure they are tailored to best meet both our business and customer's needs.
- Promote a culture based on exceeding our customers' expectations by documenting and communicating quality objectives to all employees and providing the information, resources and support to work towards achieving them.
- Be innovative with the use of up to date technology and resources to elevate efficiencies, quality processes and to maintain reliability within our service areas.
- Always adhere to industry best practices, Australian standards and customer specifications.
- Maintain a quality management system in line with the requirements of ISO 9001.

A handwritten signature in black ink, appearing to read 'Chris Mitchell'.

**Director
Chris Mitchell**

A handwritten signature in black ink, appearing to read 'Brenden Lavin'.

**Director
Brenden Lavin**