



# QUALITY POLICY

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Aboriginal Sustainable Homes (ASH) designs, constructs and project manages the construction of culturally sensitive sustainability homes. Our first step to rendering our service is to understand the client needs.

Directors have set quality objectives, which will be achieved by ensuring that all operations and activities are carried out consistently and are regularly monitored and recorded. To ensure this, the company has developed and implemented a Quality Management System that complies with the ISO 9001:2015 standard.

The Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all the appropriate areas of the company's activities.

Aboriginal Sustainable Homes management is committed to:

- ✓ Implementing and continually improving the effectiveness of the ISO 9001 Quality Management Systems
- ✓ Documenting and measuring quality objectives through internal audit and management reviews
- ✓ Using the disciplines of ISO 9001 to develop and maintain the processes needed to provide a level of service of a consistent standard of quality and at competitive cost
- ✓ Fostering good relationships with clients by effective communications with them and encouraging feedback
- ✓ Satisfying all applicable requirements
- ✓ Valuing our people, our most important asset
- ✓ Ongoing training of staff where required
- ✓ Ensuring that every employee constantly aims to improve the overall quality of Aboriginal Sustainable Homes services in line with the requirements of our ISO 9001 Quality Management System.

By adopting this philosophy, the clients of Aboriginal Sustainable Homes will be assured of an excellent standard of service in accordance with their requirements.

Every staff member has the responsibility to ensure that the intentions of this policy statement are understood, applied, and maintained within their own activity area.

Management has the ultimate responsibility to maintain the ISO 9001 Quality Management System and will promote all initiatives and regularly review the system to maintain its suitability and effectiveness.

| Director Name | Signature | Revision Date                  |
|---------------|-----------|--------------------------------|
| Brad Draper   | 2         | 26 <sup>th</sup> November 2022 |