



## Quality Policy Statement

The Carter Group is a supplier of services for Arboriculture and Traffic Management and is dedicated to supplying our customers with services which consistently meet their quality, cost and performance requirements whilst conforming to all safety and environmental expectations.

To meet our commitment in supplying the highest quality service performance we have established management systems that:-

- Acknowledge the importance of interested parties and their input into our business attributes that are important to them optimising the value and satisfaction that our customers receive from the services we supply;
- Continually monitoring our legal, regulatory and other requirements to meet our business obligations and the expectations of our customers;
- Monitor and improve the processes of the management system to ensure compliance to the AS/NZS ISO 9001 standard can be achieved in all areas of the business;
- Set measurable objectives consistent with the direction of the business and customer requirements to drive further improvement;
- Supports a culture that fosters good communication which respects and empowers our personnel by recognising the importance that each person has in adding value to the services we supply.

Senior management have a responsibility for the implementation, communication and monitoring of this policy.

Signed

Karis Britton

General Manager

Carter Group National Pty Ltd

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