

Quality Policy Statement

Louvreclad Pty Ltd design, manufacture, supply and install exterior façade products, including louvres and screens constructed primarily of aluminium and steel.

Louvreclad has established an integrated management system (IMS) incorporating the requirements of ISO 9001:2015 in order to demonstrate its commitment to quality management, achieving customer satisfaction, and continual improvement. As a fundamental part of this system, Louvreclad commits to complying with the requirements of ISO 9001:2015, itself, its customers, applicable statutory and regulatory authorities, and other interested parties.

The overall strategies of this policy and Louvreclad's IMS include the following:

- ▀ Improve efficiency and productivity to ensure all our services meet the requirements of our customers
- ▀ Achieve and increase customer satisfaction
- ▀ Promote a culture standard of zero defects performance.

Louvreclad sets measurable objectives for the achievement of the above via its Strategies and Objectives Register. Objectives are set and reviewed for achievement at IMS management reviews.

The senior management team are committed to this Quality Policy and to the systems developed to deliver its strategies. Senior management supports staff in the organisation's overall commitment to:

- ▀ Comply with the integrated management system
- ▀ Continually improve the integrated management system
- ▀ Strive for excellence in the delivery of products and services.

This policy is communicated to all workers through inductions, training and ongoing example in the workplace, and is reviewed regularly via IMS management review and more often as required.



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