

Quality Assurance Policy

This policy supports the Business's dedication to providing professional, quality Scaffolding and services and enhancing customer satisfaction.

The success of our quality assurance management is dependent on the entire work team being totally committed to achieving our objectives in regards to quality assurance and recognising their own important role within it. Together we can build on our reputation for excellence and encourage our clients, contractors and suppliers to actively support our quest for quality.

Objectives

Yang Organisation T/A The Scaffold Company Aust. (The Scaffold Company)'s goal is to provide outstanding Scaffolding services by understanding our customer needs, meeting their requirements, and exceeding their expectations. The key areas of policy within quality assurance management are to:

- implement and maintain a Quality Management System which complies with the requirements of ISO 9001:2015
- comply with all relevant statutory and regulatory obligations, industry guidelines and contractual requirements;
- provide experience and ingenuity to meet the challenges of Scaffolding;
- design and develop quality, timely and cost effective solutions that meet all client and third party requirements;
- continually monitor and assess client needs during the performance of work and levels of satisfaction after completion of work;
- thoroughly plan, manage and control work to ensure the satisfactory completion of projects within nominated timeframes;
- employ a process approach to ensure the principles of our quality management system are integrated into all activities performed by our staff;
- provide documented systems and procedures to ensure the Company operates

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effectively;

- ensure that purchased products conform to the requirements of the Company, particularly where the supplied product is integrated into customer services;
- provide measurable objectives and ongoing training and development to ensure that our employees achieve quality outcomes whilst complying with statutory and regulatory requirements;
- to promote a culture of continual improvement;
- Senior Management provides appropriate commitment, resources and information to enable the Company to meet the stated objectives.

The Scaffold Company is committed to the provision of a safe and environmentally responsive workplace and a safe working environment for all personnel.

The Scaffold Company's objective is to collectively work towards the prevention of all failure events that cause harm to the environment, injury and or disease to our workers and employees and subcontractors and to be seen as an industry leader, in our performance.

The *Scaffold Company* team are committed to developing a quality WHS&E Management System that is tied to our Quality System and that fosters participation, commitment and continual improvement by our workers and employees and of our subcontractors to achieve the above objectives.

One of the selection criteria of all of our Workers, Employees, Consultants and Subcontractors will be based on their attitude, standard and commitment to safety of everyone and to the protection of the environment.

Subcontractors and consultants alike will be required to comply with the health, safety and environment procedures in all their operations. No business objective takes precedence over the health and safety of our people and to the protection of the environment.

The Scaffold Company workers and employees will accept responsibility for the environment protection, health and safety of all workers and employees involved in any of our projects, and aim to achieve a standard of health, safety and environmental management in the workplace of which we can be proud.

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This Policy and associated Quality System Procedures will be reviewed in consultation with the appropriate stakeholders as required.

In particular, *The Scaffold Company* will demonstrate their commitment by complying with relevant legislation applicable to the area of their activities.

Workers and Employees must also recognise and acknowledge their obligations and responsibilities to Workplace Health and Safety by providing a positive contribution to health and safety for themselves and others at the workplace.

This policy and associated Procedures will be reviewed on a continuing basis.

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