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|  | INTEGRATED MANAGEMENT SYSTEM                              | Review Date |
|   | Work, Health, Safety, Security, and Environmental – WHSSE | 01/01/2026  |
|   | 002-Quality-QA-Policy                                     | Rev No: 001 |

## Quality Policy

This Company Policy is to control the products and services it's delivers to its clients, employees as well as the community it operates in, through an effective and efficient integrated management system, AS/NZS ISO 9001:2016. This established policy process is to ensure all stakeholder needs and expectation are met, identified, and understood.

The Company is continually reviewing the following Quality Assurance objectives:

- To deliver products and services safely, to specification and on time.
- To adhere to "Best Practice" and Quality Guidelines and Processes.
- To produce products which adhere to relevant Australian or International Standards.
- To minimise error, reduce waste and avoid rework.
- To deliver Client and Community requirements first time, every time.
- To maintain an effective continuous improvement process

Company has established an effective integrated management system within it business undertaking defining levels of roles and responsibility and lines of communication, this demonstrates that the specified requirements for each project are met and achieved.

The Company incorporates:

- ⇒ Corporate Company Policies
- ⇒ Corporate Work Health, Safety Security and Environmental Management Plan.
- ⇒ Work Health, Safety Security and Environmental Business Management Plans.
- ⇒ Business Methodologies.
- ⇒ Procedures and Processes.

The company recognise that employees are vital to the success of the business. Our management team and certified personnel will ensure that this Policy is kept under continual review and suitability to our operations.

The following Business Quality Assurance principles will be applied:

- To keep orderly records and non – corrective registers
- Acknowledge and rectify any non-conforming work and improve work processes to prevent recurrence of non-conformities.
- Improve to minimise errors, waste, and product non-conformities.
- Plan and carry out inspections and testing to business, client, and community needs.
- Ensure that purchased items conform to company Integrated Management Systems before incorporating items within its business operations, work plan, operating methodology, and work procedures and processes.
- To follow Company procedures and audit process when considering business engagement, ensuring stakeholder adhere to the Company Corporate Work Health, Safety Security and Environmental Management Plan Policies, Procedures and Processes.

This Quality Assurance Policy statement and its objectives are to be displayed in a prominent position on all Company sites within the office facilities. These displays and publications serve to demonstrate our commitment to achieving our business objectives, role, and responsibilities to achieving our trading goals and organisations benchmarks.

**Director**

**Jabez Kardum**



**Director**

**Matthew Baker**



**Date: 01/01/2025**

Business Name: PROPER Group Combined Services

ABN: 78 681 734 645

Work Health Safety and Security-QA-Quality Assurance-Policy-Version 001

WHSSMP-Corporate