



Austspray Environmental Weed Control Pty Ltd

QUALITY POLICY

Version 5

Last Updated: 18 July 2016

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Austspray specialises in the provision of Weed Management and Control, Natural Area Revegetation and Regeneration Maintenance Services, Waterway Weed Control, Landscape Maintenance Services, Cliff Face Weed Control and Maintenance (Abseiling) and Turf Management Services. These services are offered Australia-wide from ocean floor to mountain top. Austspray takes pride in being able to undertake work in areas of Australia's natural environment in which others do not have the resources or often place in the 'too hard basket'.

Our services are provided in a range of settings, utilising a number of differing techniques, including; landscape maintenance, natural area restoration, waterway maintenance through the use of amphibious vehicles, cliff face weed control with a trained team of specialty abseilers and full turf management services, utilizing a specialty team of trained green keepers. Austspray is devoted to providing quality service with every job undertaken with the main goals of supporting Australia's natural environment and striving to ensure 100% customer satisfaction.

It is the policy of Austspray to:

- provide services that will ensure a high level of customer satisfaction and meet the requirements of its customers, whilst complying with all statutory and regulatory requirements;
- maintain the trust and confidence of our customers by maintaining a high level of service quality, timely delivery, safety and reliability;
- establish and maintain an effective and efficient Business Management System, planned and developed in conjunction with a cross section of company personnel;
- enhance the competencies of all company personnel in order to optimise the performance of their various responsibilities as defined in the Business Management System;
- commit to comply with statutory and regulatory requirements;

In order to ensure success in the fulfillment of this policy, Austspray intends to pursue the following major objectives:

- to increase its penetration in the local and national marketplace, to offer better service and to be more responsive in addressing customer needs and expectations;
- to encourage the participation of all its employees in the development, implementation and ongoing maintenance of its Business Management System;
- to develop and implement a continual improvement philosophy and ensure better use of resources.

More specific objectives are contained in the [Business Objectives Work Plan](#), which will be monitored and updated at regular intervals. This will be reviewed annually in conjunction with the Management Review Meetings and the [Internal Audit](#) process.

It is recognised that the co-operation of all our customers and approved suppliers is necessary in pursuit of our strategy of quality and reliability. We therefore treat our customers and suppliers as important partners and actively encourage their participation and support in our management system.

The Management Team is fully committed to the successful implementation, maintenance and continual improvement of the effectiveness of the Business Management System, which will be reviewed at each management review.

Approved By



18/07/2016

Dean Tattle – General Manager

Date