



Austspray Environmental Weed Control Pty Ltd

QUALITY POLICY

Version 8

Last Updated: 31/08/2021

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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 primarily in Queensland and New South Wales.

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 team of trained greenkeepers.

Austspray is committed to providing quality service with every job undertaken 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 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 embrace the use of new technology and systems to improve our service delivery quality and efficiency;
- to develop and implement a continual improvement philosophy and ensure better use of resources;
- To ensure our core values are imbedded into every business practice, system and service delivery engagement “We act with integrity, We provide outstanding Service, We respect people and the environment”

Our success in implementing these processes and our plan will be reviewed annually in conjunction with the Management Review Meetings, the internal audit process and customer satisfaction surveys.

It is recognised that the co-operation of approved suppliers is necessary in pursuit of our strategy of quality and reliability. We therefore treat our 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



Dean Tattle – Company Director

31/08/2021

Date