



Company Quality Policy

We, at A.Richards Pty Ltd, are committed to ongoing improvement of the Quality Management System by implementing International Standard ISO 9001:2015 in all Company Divisions operations and procedures as per the Quality Endorsed Company Certification. Our Company's general objective is to develop and produce the best quality products, excellence in services and delivery schedules which meet or exceed our customers' expectations at all times.

We shall achieve these objectives by:

- Participation, contribution and commitment from all our employees, which is achieved by the introduction and implementation of **TOTAL QUALITY MANAGEMENT** in all Company operations and procedures.
- Producing quality products and services, which meet or exceed the highest quality products and services in our Industry.
- Making use of the best materials and competent human resources with today's most advanced technology, which gives us the assurance of confidently meeting our customers' expectations at all times.
- The strict implementation of these policies guarantees that all employees understand, fully comply and meet The Company and its customers' expectations.
- Utilizing the best Industry practice with diligent and responsible work in order to achieve excellence in product quality, superiority in services and complete customer satisfaction.
- All policies, procedures and requirements of the Quality Management System to be continuously reviewed to ensure that this Company Policy will be met at all times.

A handwritten signature in black ink that reads "Geoff Richards". The signature is fluid and cursive, with a horizontal line underneath it.

Geoff Richards

Chairman

SEPTEMBER 2021

A handwritten signature in black ink that reads "Tim Richards". The signature is fluid and cursive, with a horizontal line underneath it.

Tim Richards

Managing Director