

QUALITY MANAGEMENT POLICY STATEMENT

CV Services is a diversified trade services group dedicated to delivering the edge in technical services and visual solutions. The CV Service Group provides a broad range of complementary offerings across our four businesses; Electrical Construction, Energy Services, Asset Services, Media and Signage. Our Vision is *"to be the first choice supplier in our industries"* we will achieve this through our mission of *"delivering the edge - with great people, great customers and great systems"*.

To deliver on our vision and mission, we aim to be recognised as a provider of quality services across the entire range of our product offer, whilst maximising every commercial advantage to ensure continued success into the future.

To achieve these goals, we recognise that our core quality principles are:

- continued customer satisfaction
- maintaining a high standard of professionalism in every aspect of our day to day operations, encompassing:
- customer service;
- sales and pricing;
- technical and quality control in production and delivery;
- human resources and training;
- management and leadership
- continuous development and improvement in everything we do.

CV Services complies with the ISO 9001:2015 quality standard. Our quality vision is to produce products and services that meet our customers' requirements, comply with their specifications, and meet all statutory requirements. At all times we operate under our customer charter which is to deliver the edge by always;

- putting safety first
- understanding and respecting the customers' priorities
- communicating openly to ensure no surprises
- delivering quality outcomes.

Whilst delivering a quality product, CV Services will be continually observant for new technology, innovations relevant best practice ideas. CV Services will strive for continual improvement, while being aware of our reputation as a market leader in our field.

Every CV Services team member is responsible for quality and is dedicated to continually improving company efficiency and reputation by defining, refining and following procedures and methods detailed in the Group Business Management System Manual and associated procedures.



Andrew McMaster
Chief Executive Officer
CV Services
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