

QUALITY POLICY STATEMENT



AJB Electrical Services ('AJB') have defined and documented the following commitment with respect to quality. Our Company understands the importance of consumer satisfaction and we always strive to deliver high-quality services to all of our valued clients.

All employees are responsible for the quality and reliability of our services. Adherence to Company procedures and expectations will ensure that quality goals are met and if a problem arises, it is resolved quickly and in a manner that prevents recurrence.

AJB has made a commitment to:

- Identifying quality objectives by determining the needs and expectations of our employees and clients;
- Measuring quality goals and objectives through internal management reviews;
- Delivering high-quality electrical services in accordance with the specifications and requirements of our clients;
- satisfy all applicable requirements required under the standard;
- Building and maintaining strong relationships with our valued clients by receiving regular authentic feedback; and
- Ensuring every employee strives to improve the overall quality of the Company's services at all times.

A continuous improvement philosophy has always been adopted by AJB. As such, our Quality Management System constantly evolves to enable our Company's mission, vision, goals and objectives to be achieved whilst also meeting and exceeding the expectations of our clients.

Management has the ultimate responsibility to uphold the Quality Policy and will ensure all personnel receive adequate information and training to guarantee our services are delivered with a high level of quality.

All employees are expected to support this policy and to be proactive in the implementation and ongoing improvement of the Quality Management System based on AS/NZS ISO 9001 standards.

This policy will be reviewed annually in consultation with employees, however should be reviewed at other times if any significant new information, legislative or an organisational change arises that warrants modification to this document.

A handwritten signature in blue ink, appearing to read 'A. Bartley', is written over a light blue horizontal line.

Aaron Bartley

Date: October 2021

Next Review Date: October 2022