

Quality Policy

Hix Group Pty Ltd is committed to ensuring that we are a quality company that provides quality goods and services and aims to continually improve the level of quality and how we handle things in our business and on a daily basis in our various roles.

Quality means that we always aim to get it right, first time and every time. It means we deliver on our promises by doing what we said we'd do: on time, to specifications, within budget and to the highest of standards including safety and environmental management

We are committed to:

- Applying our core business values and company culture of "Teamwork-Pride-Responsibility"
- Professional and ethical practices - meeting all applicable legal and statutory requirements.
- A safe workplace and safe work systems which incorporate environmental awareness and effective management
- Developing and maintaining an Integrated management system which meets the requirements of ISO 9001, AS4801 and ISO 14001 including continuous improvement in all aspects, as a matter of course and in order to meet compliance audits.
- Providing high level customer service and quality trades services to all clients
- Meeting and/or surpassing Regulatory requirements, applicable standards and/or Specifications such as SAA Wiring Rules, Plumbing Codes, Building Code of Australia
- Making recommendations and setting objectives for improvement of our systems and ensuring that our managers & team are involved in this process.

We will comply with the relevant Legislation in all areas, including Fair Work, WHS Act 2011, Environmental Management and associated legislation and any other requirements requested by other external bodies or organisations.

Our workers co-operate with our company policies and procedures for Quality Assurance and are encouraged to participate in actively improving the way we operate. All contractors and sub-contractors who perform work for us, either on our premises or at their own workplace are required to comply with our quality policies and procedures and are selected on the basis that they meet these standards as set by this company in order to uphold our standards of service and compliance.

We administer our Safety, Quality and Environmental Management Systems via an electronic software system along with our Job Management System to ensure ongoing review, audit and compliance. Our Integrated Management System is best practice certified and audited every three years.

Our policy will be reviewed annually or when changes are made to our QA System or to the Legislation.

Authorised Signatory:



Lea Hicks, General Manager

Date: 01/02/20