

Integrated Management System

Quality Policy

Hix Group Pty Ltd is well known for its excellent reputation for quality. We, and our team members, are absolutely committed to ensuring that we always provide quality goods and services to our valued customers. This quality policy is aligned with our strategic direction and is appropriate to our operations.

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

We are committed to:

- ✓ Applying our core business values and company culture of “Teamwork-Pride-Responsibility” to grow a Quality culture throughout the business.
- ✓ Ensuring that all our operations are professional and ethical, meet all applicable legal and statutory requirements. This includes ensuring we comply with all contractual obligations.
- ✓ Ensuring we always identify quality management risks and opportunities which applies also to sub-contractors, suppliers, or labour-hire. 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 to uphold our standards of service and compliance.
- ✓ Communicate with customers using customer surveys to understand their needs to drive the continual review, improvement and innovation of our products and services.
- ✓ Involving our staff in discussions around quality management and inviting them to participate in improvements.
- ✓ Encouraging our Managers to be involved in the review of procedures, staff competencies, business processes, setting of targets, and objectives.
- ✓ Meeting and/or surpassing Regulatory requirements, applicable standards and/or Specifications such as SAA Wiring Rules, Plumbing Codes, Building Code of Australia
- ✓ Ensuring our quality procedures and processes are relevant, current, and compliant, including responding in a prompt manner to customer complaints, Non-conformance procedures and Inspection Test Plans.
- ✓ Reviewing the performance of the Integrated Management System annually, before any legislative change, or an incident occurs requiring a more urgent review.

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 Online systems, Lucidity (Compliance) and SIMPRO (Job Management), allow us to administer our Safety, Quality and Environmental Management Systems to ensure ongoing review, audit, and compliance.

This policy will be reviewed annually or when changes are made to our QA System or to the Legislation or an incident occurs requiring a more urgent review.



Authorised Signatory:
Lea Hicks, Group General Manager

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