



Sustainable Technology

Quality Policy

Austress Menard Pty Ltd is committed to the processes and the benefits to be achieved by compliance with identified Legislation, Regulation, and Standards, throughout all of our operations

As part of our compliance regime, we aim to:

- Recognise the value afforded to our business by clients
- Delight our clients
- Develop our people
- Quantify the expectations of interested parties and meet or exceed them
- Continually improve our product and service offerings whilst leading the market in both price and functionality
- Communicate effectively and efficiently with internal and external stakeholders

In order to achieve this, we will:

- Design, develop and document our Management Systems in conformity with requirements for the services we offer
- Establish measurable Objectives and Targets which are congruous with our Mission, Vision and Operating Philosophy, driving them down through our organisation
- Assist our suppliers and partners to achieve a higher level of client satisfaction
- Provide human, physical and financial resources
- Be open and honest in our dealings with others, treating all with respect
- Monitor the effectiveness of our systems
- Maintain audit processes to evidence compliance and identify opportunities for improvement
- Ensure no other products or services are offered either directly or indirectly which may compromise our ability to act impartially
- Ensure this Policy is understood, implemented and maintained at all levels of our organisation

Paul McBarron
Managing Director
Austress Menard Pty Ltd
4 May 2009

Andrew Spanos
Quality, Safety and Environmental Manager
Austress Menard Pty Ltd