

## Quality Policy

### Overview

Crest Air Conditioning (Crest) specialises in the design, installation and maintenance of commercial and home air conditioning and all aspects of mechanical building services.

We are committed to providing delivery of high-quality services and products, which meet the desired quality and specifications of our customers, through incorporating quality processes into our business management.

### Scope

This policy applies to all our employees and customers

### Policy Statements

To achieve these high-quality services, Crest has established, and will maintain, an effective Quality Management System (QMS) that:

- Meets the requirements of AS/NZS ISO 9001
- Supports Crest's ability to consistently provide products and services that meet our customers and applicable regulatory requirements
- Provides our employees with the framework and tools to enable them to provide their best service
- Enhances customer satisfaction through effective application of the System.

Crest has developed quality objectives that adopt a continual improvement approach. Crest will continually improve the QMS through objective measurement and regularly reviewing its suitability and effectiveness.

Crest embodies the vision of *"always the complete solution"*. Quality is one of our core Values which are front and centre in all our dealings with customers or fellow employees.

Our employees are trained, licensed, experienced, supervised and competent to undertake their role and to contribute to the effectiveness of the QMS. All employees understand their responsibility towards Quality and accept the requirement to follow Crest's Quality procedures. The entire Management team are fully committed to supporting the QMS and a HSEQ Coordinator has been nominated with responsibility for implementation, effective operation and monitoring / reporting conditions to management.

### References

Nil



**Andrew Johnson**  
**MANAGING DIRECTOR**

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