

## Quality Policy

Crest Air Conditioning (Crest) specialises in the design, installation, and maintenance of commercial and residential air conditioning systems. With a commitment to delivering high-quality outcomes, Crest integrates robust quality processes into every aspect of its business operations.

We aim to exceed customer expectations by embedding quality, safety, and continuous improvement into our service delivery, in alignment with AS/NZS ISO 9001 standards.

Crest is committed to maintaining an effective Quality Management System (QMS) that meets the requirements of AS/NZS ISO 9001 and supports the consistent delivery of products and services that meet customer, statutory, regulatory, and contractual obligations.

To uphold this commitment, Crest will:

- Understand and meet the agreed requirements of our clients to enhance satisfaction and trust.
- Comply with all applicable statutory, regulatory, and contractual obligations.
- Maintain a QMS that ensures consistency, reliability, and continual improvement.
- Engage qualified, licensed, and experienced personnel who are trained and supervised to uphold quality standards.
- Collaborate with suppliers and subcontractors who share our commitment to quality and compliance.
- Conduct inspections and quality checks throughout project and contract lifecycles to prevent defects.
- Promote safe and clean working environments.
- Foster a culture of continuous improvement through regular performance reviews and objective measurement.
- Provide induction, training, and development programs to ensure all team members understand and follow our quality procedures.
- Allocate necessary resources to support service quality, operational efficiency, and customer satisfaction.
- Communicate openly with employees, contractors, and stakeholders to uphold best practices and quality standards.
- Ensure recent Climate friendly requirements are understood and met, resonating within all practices.

This Quality Policy applies to all Crest employees, subcontractors, and customers. It will be reviewed in accordance with Crest's document control and management review processes to ensure its relevance and effectiveness in supporting Crest's vision of "*always the complete solution*".

This policy will be communicated, understood, and applied across the organisation and made available to relevant interested parties.



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

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