

QUALITY ASSURANCE AND CUSTOMER SERVICE POLICY

Infrared Services (IRS) are committed to ensuring the provision of a highly effective and professional service to all clients at all times. In order to do so IRS management team make a commitment to ensure that they implement, maintain and work within the scope of a certified business model e.g. Integrated Management System (IMS) which includes quality being "Front of Mind".

It is also recognised that all stakeholders of the business benefit from a quality driven business and service, and it is this recognition that is also a direct reflection of our success, and in this we actively encourage as a matter of pride and satisfaction for all.

In order to achieve and work towards quality outcomes, Infrared Services will;

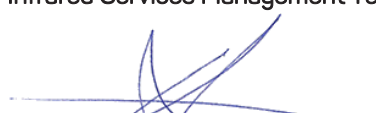
- > Operate in compliance within; industry best practice, legislative and regulatory requirements relevant to our operations.
- > Use only the highest quality components available and deal only with reputable suppliers and subcontractors who also demonstrate a similar culture of commitment to quality as Infrared Services.
- > Implement and utilise risk based thinking methodologies within our work practises to ensure a successful and effective quality management system that forms part of the Integrated Management System (IMS).
- > Provide a stringent training program that ensures all employees maintain their individual accreditations and are suitably trained in relevant codes, licences or required tickets.
- > Improve upon our ability to meet the needs of our clients to ensure customer satisfaction.
- > Provide documented evidence of our quality workmanship that objectionably advises that all works have been completed in accordance with the contract specified requirements and all relevant legislation and codes of practice have been adhered to.
- > Establish and maintain quality objectives and targets for continual improvement of our performance so we may work profitably with our clients whilst also working in an ethical and legal manner.
- > Deliver our projects and services to our clients on time and on budget with the intention of satisfying the needs and expectations of our client.
- > Conduct regular quality based audits to ensure preventative controls are in place to eliminate and/or reduce wherever possible the risk of potential non-conformities.
- > Use professional advice where necessary to ensure that our business satisfies the legal requirements of all relevant Acts, Regulations, Codes of Practice and other legislation or requirements covering the projects and services we work on.
- > Ensure we maintain strong relationships with our clients; as we are always striving to make our next client our new advocate and place great importance on reliability and consistency of service whilst also thinking our "Can Do" attitude separates us from the crowd.


The success of this policy is dependent on effective consultation, communication and participation of employees and management in making a genuine commitment to the implementation and continual improvement of the Integrated Management System (IMS). The management team furthermore believe that all Infrared Services employees and key stakeholders have an obligation to comply with this policy to ensure its successful outcome and as such, this policy will be reviewed annually and revised as necessary.

This policy will be enacted by:

- > Posting in a prominent location at head office
- > Provision to all current employees
- > Provision to all new employees as part of the induction process
- > Be made available to the general public and clients

Infrared Services Management Team


Liam Mitchell (General Manager)
5th January 2023


Neil Otway (Operations Manager)
5th January 2023