SMS GROUP SERVICES

Quality Management Policy

Quality, Risk and Continuous Improvement Department

[PO-SMS-QRC-0001-Rev-3]

Document Revisions

Version History			
Version Date	**Document Number and Revision**	**Reviewed By**	**Approved By**
02/09/20	PO-SMS-QRC-0001-Rev-0	Rebecca Price	Luke Ward
06/09/21	PO-SMS-QRC-0001-Rev-1	Georgia Welsh	Luke Ward
26/04/23	PO-SMS-QRC-0001-Rev-2	Georgia Welsh	Luke Ward
04/07/24	PO-SMS-QRC-0001-Rev-3	Georgia Welsh	Luke Ward

DISTRIBUTION

- This document is the property of SMS Group Services.
- Copies of this document and associated documents are accessible by all employees.
- Unless marked explicitly as such, a printed version of this document shall be regarded as "Uncontrolled".
- Where required, controlled hard copies shall be issued by the General Manager or HSEQ Manager.

Revision History

Rev #	Change(s)	Section(s)	Person	Role
3	Updated to align with the new style guidelines for company policies	All	Georgia Welsh	Quality Systems Coordinator

Quality Management Policy

SMS Group Services is committed to quality management in order to provide a professional level of service to our clients. This service includes contract management of the erection, installation, and removal of scaffolding as specified in client orders and specifications.

SMS' commitment:

- Providing exceptional client service.
- Maintaining high ethical and business standards.
- Developing our employees' professional and technical skills to provide our clients with 'best practice' initiatives and compliance with all relevant legislative and regulatory requirements.

Objectives:

- Meet our contractual obligations to achieve client satisfaction, reputation enhancement and repeat business through the effective application of our Quality Management System.
- Implement and maintain a Quality System based on AS/NZS ISO 9001.
- Ensure that employees and subcontractors are trained, skilled, competent, licensed and certified as appropriate for the required tasks.
- Implement the Quality System to achieve project deliverables on time and within budget.
- Ensure that employees are informed of changes in relevant standards, legislation, and industry developments.
- Regularly audit the Quality System, review our performance, and assess client feedback with a view to continual improvement.
- Encourage our employees to identify client needs and expectations and ensure that the product's integrity and service meet or exceed client expectations.

SMS Group Services will ensure that:

- All employees receive a copy of this policy during the induction process.
- This policy is easily accessible to all employees and contractors.
- Employees are notified of any changes to this policy.

Signature:
M.A.Welsh
Mark Welsh
Managing Director

Date:
04/07/2024