

## Quality Policy

White Wolf Constructions believes that its target market expects a continually improving service. We aim to continually improve the service we provide to meet our client's requirements and to produce finished work that we can justifiably be proud of.

We aim to achieve the above through the implementation, monitoring and continual improvement of a quality management system compliant with ISO 9001. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements.

By providing an outstanding service and product finishes will we achieve our aims of long term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we also recognise that we don't always achieve our own standards. If we receive a customer complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Integrated Safety & Quality Management System.

The WHS Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

Approved and Authorised by



Matthew Herbert  
Director