

# Quality Policy

**COMDAIN INFRASTRUCTURE IS COMMITTED TO DELIVERING QUALITY OUTCOMES WITHOUT COMPROMISE**

**We strive to continually exceed customer expectations, are committed to learning from our experiences and shall continue to improve the way we operate.**

## LEADERSHIP

We will:

- Provide leadership and direction to drive accountability for achieving quality outcomes.
- Consult and engage with employees and appropriate stakeholders to ensure we fully understand their expectations and requirements and build on successful relationships.

## VALUE ADD

We will:

- Provide products and deliver services that meet and / or exceed the standards prescribed in relevant agreements, contracts, codes and statutory obligations.
- Promoting responsiveness, dependability and competence of all of our people and contractors for delivering upon our commitments.
- Seek to understand our client needs, requirements and expectations and aim for total customer satisfaction.

## SYSTEMS

We will:

- Maintain the Comdain Management System (CMS) to conform to *ISO 9001* requirements and is integrated into the business activities.
- Provide training and induction so that employees understand and take ownership for quality and service standards.

## IMPROVEMENT

We will:

- Establish and review measurable Quality objectives and targets that promote continuous improvement in our delivery performance.
- Continually review and refine our systems, processes and methods to ensure they remain current and relevant.
- Ensure our systems are flexible and encourage new ideas, technologies and innovations.



**Peter Coen**  
Chief Executive Officer

February 2017