



**WATSON FITZGERALD
& ASSOCIATES Pty Ltd**

QUALITY POLICY

Watson Fitzgerald & Associates Pty Ltd provides Air Conditioning and Mechanical Services to the South Australian business community. We are dedicated to providing excellence of product and service and ensuring continual improvement in our attention to customer satisfaction and effective operations.

We have developed and will continue to maintain a quality management system in accordance with the requirements of the international Standard:

ISO 9001:2015

We are fully committed to ensure that the system continues to comply with the requirements of the Standard, that the Company conforms to those requirements and that we continually improve the effectiveness of the system.

We are also fully committed to satisfy all applicable legal and regulatory requirements as well as all other applicable requirements.

We have established firm objectives for our products, services and customer satisfaction and regularly review those objectives for continuing relevance.

All employees are aware and trained in the quality system and will be encouraged to exceed customer expectations through our established procedures. They will be expected to take an active part in the achievement of continual improvement of the effectiveness of the system and the awareness of our customers' requirements.

The quality system is regularly audited to provide continuing conformity and is reviewed to ensure all aspects of the Company operation are effective. Top Management are committed to the continual improvement of the Quality Management System and the company as a whole.

Nick Spencer

Director

A handwritten signature in blue ink, appearing to read 'Nick Spencer', written over a light blue rectangular background.

06/02/2024