

SVC Products Quality Policy

SVC Products are proud to offer a diverse range of products and services to the Australian market. From aesthetic value and functional performance to product compliance and longevity, the quality of our offerings often exceeds industry standards. We are committed to satisfying applicable requirements and continually improving the effectiveness of our Quality Management System.

Our multi-faceted team maintains a collaborative approach with our industry partners and customer base, so we can continue to produce innovative products that are sought after and trusted across multiple industries spanning civil construction, building and infrastructure.

To support the business in the management of our operations and processes, we have prepared this policy statement outlining our ongoing commitment to quality.

The business will endeavour to:

- Support and collaborate with our customers, providing affordable, high-quality products, ensuring products excel in both performance and aesthetic value.
- Strive to be open, honest, and informative in our communications and respond to all enquiries from customers and prospective clients in a professional and timely manner.
- Perform relevant industry, statutory and regulatory checks to ensure our products are manufactured to meet all applicable statutory, regulatory and customer requirements.
- Be forward-thinking in enhancing and improving customer satisfaction, through current market research and maintaining positive relationships with our customer and supplier base.
- Investigate quality issues to their root cause to eliminate or significantly reduce the likelihood of repeat issues as part of the action outcome.
- Encourage growth and leadership within the business, providing better resources and establishing improved processes as part of our support.
- Consider the effects of climate change on relevant interested parties, the business, its supply chains, infrastructure and operations as part of our context analysis, risk and opportunity assessment, and quality planning.

SVC Products employees associated with our quality management system apply their full support and commitment to achieving the objectives and targets set out by the business, thus ensuring our continuous improvement for the future. We invite worker consultation across our policies and procedures.

SVC Products are committed to reviewing this policy on an annual basis to ensure its alignment with the quality management system, ISO 9001 Certification requirements, applicable legislation, contractual obligations, and any future changes to our growth, objectives, capabilities and values.

Declaration for and behalf of SVC Products Pty Ltd & Anston Architectural.



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