



QUALITY POLICY STATEMENT

Signal & Hobbs are roofing specialists providing the installation of sheetmetal roofing and the fabrications of sheetmetal roofing products.

Signal & Hobbs quality objective is to work as One Team with One Goal to exceed our customer's expectations by providing roofing installations and roofing sheetmetal products that meets the customer's needs and expectations. Signal & Hobbs is committed to:

- Understanding the customer's needs and expectations
- Supply metal roofing installation and product that are fit for purpose
- Eliminate metal roofing installation and product defects and minimise cost and waste
- Deliver the correct metal product on time and provide the customer with prompt and reliable feedback on job orders and delivery progress
- Provide the customer with prompt and reliable feedback on changes to job orders, metal roofing installation, contracts and conditions
- Honour sales order and contract price agreements, conditions and warranty
- Provide business management resources, technical resources and systems to ensure the customer receives the metal roofing installation and products most suited to their applications

Signal & Hobbs undertakes to investigate all roofing installation and product defects or breach of workplace safety and environmental management requirements and to take appropriate corrective action to prevent the re-occurrence. Action may include training, independent advice, consultation, change in work methods, or re-engineering.

In support of its quality objectives Signal & Hobbs is committed to developed, implement, maintain and continually improve a business management system that complies with the International quality assurance standard AS/NZS ISO 9001.

Managers, supervisors, staff and operations personnel are required to work towards the fulfilment of the business management system requirements. The General Manager shall regularly review the management systems to maintain its suitability and effectiveness and compliance to AS/NZS ISO 9001. In support of the objectives and commitments prescribed in the business management system the requirements have been approved for use by the Managing Director / General Manager.

Endorsed By:

Signal & Hobbs Pty Ltd

Sam Curnow

Managing Director / General Manager

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