



Introduction

Tutt Bryant Group Limited (TBG) is committed to satisfying the requirements and expectations of our customers and other interested parties by ensuring consistent high standards of excellence in our products and services.

Purpose

This policy along with supporting protocols, tools and processes are in place to ensure TBG continuously strives to improve and raise our standards, making sure that our products, services and activities are safe, of consistent high quality, provide value for money, are fit for purpose and meet or exceed customer and other interested party requirements and expectations, applicable legislative and regulatory standards, and provide a mechanism for continual improvement.

Principles

To meet our above stated objectives, TBG is committed to developing, implementing, and maintaining an Integrated Management System (IMS) that includes a Quality Management System (QMS) consistent with the requirements of ISO 9001:2015 and based on the following principles of:

- having a primary focus on our customers' requirements and expectations.
- continual improvement of the QMS to keep pace with technological advances, changing demands and expectations, legislative and industry requirements.
- maintaining a long-term focus on our relationships with suppliers, customers, and other stakeholders; and
- maintaining the Group's integrity in our delivery of products and services, and other activities.

Approach

To meet the requirements of this Policy, TBG will implement and maintain:

- a comprehensive IMS that drives reviews and ensures customer and other interested party requirements are fully understood, communicated clearly, and enables TBG to meet ongoing and changing needs, and consistently deliver high quality products and services.
- adequate and continuous training and development for our employees, together with the provision of necessary resources to enable TBG to meet quality standards.
- practical systems that ensure our products, services and activities conform to relevant legislation, specifications, codes, standards, agreements, and other requirements.
- a "customer service" mentality through leadership and engagement, together with unambiguous work practices that are focussed on excellence of service and an uncompromising stance on quality; and
- procedures to monitor, evaluate and verify quality performance including regular reviews of work practices to improve the quality and consistency of our products and services.

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