



Amendment Quality Policy

Issue #: 1

Revision #: 0

Record

Reviewed by: Michael Tozer

Approved by: Michael Harford

## 2.4 Quality Policy

The Senior Management at Blended Services Group Pty Ltd is committed to promoting the use of a process-based approach to quality management and that decisions made within the company are considered using risk-based thinking. Blended Services Group Pty Ltd will ensure that the effective mix of resources is made available to achieve the outputs required against our customers' requirements.

Blended Services Group Pty Ltd is committed to the identification, evaluation, reporting of non-conformances, management review and communication to all workers to ensure quality objectives are met and procedures are effective in promoting continual improvement.

The Senior Management Team is committed to ensuring customer requirements are met and efforts are focused on enhancing customer satisfaction whilst meeting Blended Services Group Pty Ltd's statutory and regulatory requirements. We do this by ensuring that we understand and consistently meet the customers and regulatory requirements with regards to the products and services we deliver.

Whilst ensuring and maintaining our customer focus, our company will identify risks and opportunities associated with the conformity of our products and services against our customer and regulatory requirements. The Quality Policy is communicated throughout Blended Services Group Pty Ltd through induction manuals, training events and by being displayed prominently throughout the Head Office, and satellite locations.

The nominated Quality Manager will review the Quality Policy in consultation with relevant persons at regular intervals (annually), or sooner when deemed necessary.

Mitch Merkel – Operations Manager has been appointed as the Management Representative for the purposes of quality management within the company. The Management Representative has the full support of Blended Services Group Pty Ltd to establish, implement and maintain quality assurance in accordance with this manual, ISO 9001:2016 and other applicable regulations, standards and guidance.

**Date: June 2024**

**Signature:**

Endorsement of the HSEQ Policy and Management Representative.

Reference	Title and Description
Document # HSEQ00001	HSEQMS Manual
Document # HSEQ00005	Quality Policy ( <i>HSEQMS Recording Forms</i> )