



## QUALITY POLICY

DNA Electrical Pty Ltd recognises that to maintain customer satisfaction, we must fulfil our obligations in accordance with the WHS Act 2011 and WHS Regulation 2011. We will also conform to ISO 9001 Quality Management Systems, OHSAS 18001 Health & Safety Management Systems, ISO 14001 Environmental Management, and Client Specifications as agreed to in entering each contract.

Our Quality Management Policy & Plan applies to the provision of all materials and services together with the labour, supervision, management, plant and equipment, consumable, tools and all other items that are necessary to execute the required works for the specific context or our specialisation.

DNA Electrical deploys suitably qualified and experienced managers, engineers, technicians and administrators, expert to the provision of electrical services and energy solutions for businesses.

We aim to maintain our customers' full confidence as a provider of multi-disciplined services. In satisfying our commitment to our customers, we will:

- Ensure that our actions, practices and the products and services we supply conform to agreed customer specifications and applicable statutory regulations
- Benchmark the performance of our business and customer objectives as part of formal review by management
- Ensure our systems and work practices comply with associated Australian Standards and Codes of Practice
- Ensure our work practices demonstrate our commitment to health, safety and the environment and to sustainable development
- Encourage all employees to perform to their best ability and be responsible for the work they undertake
- Implement strategies for continual improvement in line with industry standards, customer expectations and company objectives.

**Review Date: July 2017**

**Authorised by:**

**David Mears**  
Executive Director

**Stephen Christie**  
Executive Director