

Policy Statement

It is DSE Civil Electrical's (DSECE) vision to be recognised as a leading provider of civil and electrical infrastructure works for the electrical and telecommunications services. We aim to ensure that quality is integrated into all of our activities and we consider this to be of fundamental importance to continually improve our services we provide.

Our strategy is to ensure that all work conducted within the scope of our business complies with our quality objectives and applicable regulatory requirements.

DSECE will work in consultation with all persons affected by our business to:

- Provide a quality management system that incorporates the Plan-Do-Check-Act methodology.
- Commit to creating and maintaining an environment that satisfies the requirements of an effective quality management system.
- Continually improve the management of quality by establishing, monitoring and regularly reviewing quality objectives and targets.
- Take responsibility to engage and promote continual improvement.
- Provide the resources required to meet our quality processes, objectives and targets.
- Adhere to quality practices and directions.
- Apply a very high level of focus to customer satisfaction.
- Encourage feedback from customers regarding the performance of our products and services and utilize their input as a means of improving our quality.
- Deliver products and services that are safe, compliant and preferred.
- Identify, evaluate and report on non-conformances (if any) to ensure that quality objectives are met.
- Actively promote quality principles and be involved in quality processes and arrangements.
- Provide opportunities for personnel to improve their skills, knowledge and experiences with quality training and competency programs.
- Regularly review and communicate this policy to interested parties.
- Retain records and report on our quality performance.
- Operate in an environment of mutual respect, trust and commitment.

At DSECE, teamwork, engagement, ownership and support by all parties is vital to achieving our quality objectives. In this context, we are committed to providing the required leadership and resources to exceed expectations and regulatory requirements.

DARRYL RANKIN
DIRECTOR



SIGNATURE

22/07/2024
DATE