

# QUALITY POLICY



CAPS Australia Pty Ltd is committed to be the market-leading Australian solution provider for businesses facing air and power challenges.

The CAPS quality system supports this strategy through customer satisfaction by providing conformance to our customer and other interested party requirements.

To achieve this commitment, we will continually review and improve our quality management system and business processes to prevent non-conformance from occurring during all stages of sales, procurement, assembly, delivery, installation, commissioning or service.

We will achieve this by maintaining a quality system with documented information in accordance with ISO9001:2015, describing how we employ our processes to meet the needs, requirements, and expectations of our customers.

We recognize that quality is a responsibility that is shared at all levels by the company and all employees.

Top Management and Leadership will review the effectiveness of the quality management system and it's continuing suitability to support CAPS meeting the business' objectives.

We will be determined in understanding the needs and expectation of our customers and other interested parties, and that of our own processes, so as to meet or exceed customer expectation.

To achieve this CAPS will target our priority quality objectives, which are:

- Operational excellence
  - o Deliver In Full, On Time
  - o Increase Customer Satisfaction
  - o Efficient Use of Capital
  - o Increase EBIT
- Grow market share
  - o Sales Revenue to Budget
  - o Increase Market Share
- Safe, engaged and satisfied staff
  - o Zero Harm
  - o Comprehensive Hazard Identification
  - o Retain Quality Staff
  - o Promote Employee Engagement

A handwritten signature in black ink, appearing to read 'Tony Halls'.

Tony Halls  
Chief Executive Officer