



# QUALITY POLICY

Lake Maintenance Pty Ltd is a facility management company providing building maintenance, repairs, renovations, asset assessments, construction and modifications for Government & non-government clients for domestic and commercial projects.

Lake Maintenance Pty Ltd shall undertake continual ongoing review of its processes and operations and implement improvements to ensure the company has the resources, processes and procedures to maintain sustainable growth and to meet customer needs.

This will be achieved by proactive risk management, planning, control, and verification of Lake Maintenance Pty Ltd servicing, delivery and processes in accordance with the uniform principles of the AS/NZS ISO 9001 Quality Management system standards. Remedial actions will be developed and implemented where required.

## Scope

This policy covers all areas of Management, administration and operations of the Lake Maintenance organisation. The systems, processes and methods to achieve performance and results required by the Policy are detailed within the Quality Systems Management Plan, the QEWS Integrated Management Systems Plan and by the documentation within the Lake Maintenance information, communication and operational management systems.

## Management Commitment

The management team at Lake Maintenance is fully committed to the development and implementation of the quality management system and continually improving the effectiveness of the quality management system by:-

- Establishing & maintaining the Quality systems objectives and targets, and processes to achieve them.
- Conducting Management Review Meetings and reviewing this document and related documents with respect to the changes in conformity assessment standards to ensure that it remains relevant and suitable.
- Providing capital and resource budgets to ensure the AS/NZS ISO 9001 Quality Management System Standard is met.
- A commitment to ongoing training & educational development that enhances worker skills for the work they perform, through a training plan and individual needs assessment.
- Promoting the requirements of the customer, the surrounding legislative framework and the need to perform in accordance with all of these requirements.
- Communication and consultation with all stakeholders.

A handwritten signature in black ink, appearing to read 'Ricci Schwarzler'.

Ricci Schwarzler  
Managing Director