

Quality

This Quality Policy formalises the GVK Group commitment to quality services and products and recognise that our approach to quality drives everything we do, how we act and the way we work with our clients.

This policy applies to all workers, including management personnel, directors, full time workers, part time workers, casual worker, contractors and volunteers.

Our Commitments

GVK Group has a devoted team of workers who are committed to:

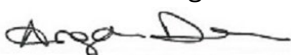
- providing quality services and products that meet relevant Australian Standards
- maintaining high ethical and business standards
- compliance with applicable legislation and regulatory requirements
- thoroughly plan, manage and control the quality of our work to ensure quality services to our clients
- to assess and review our performance and feedback from clients with a view to systematically and continually improve the company's performance
- ensuring our employees are trained, competent and qualified for the tasks they are performing
- meeting our contractual obligations with a view to achieving client satisfaction, repeat business and reputation enhancement
- establishing and continually improving our Quality Management System, with consequent benefit to our clients and our business.

The achievement of high quality to ensure positive client satisfaction requires special attention from all GVK Group staff and accordingly there is an expectation that all our staff take personal responsibility for the quality of their own performance, the quality of their work and commitment to delivering against our quality objectives.

We value our clients feedback and welcome complaints that are managed according to our Complaint Management Procedure. Complaints and feedback help drive our continuous improvement.

Through continuous improvement, rigorous evaluation, and compliance with ISO 9001 requirements, we strive to provide quality products and services to meet the needs of our clients.

Workers wishing to discuss any aspect of this policy should contact their manager.



Angela Delic
Director