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**A.G.Coombs**

## Quality Policy

A.G. Coombs Pty Ltd was established in 1945 and is recognised as a leader in the Air Conditioning and Mechanical Services industry.

The Company is committed to undertaking installations and providing services to the highest standard and quality. As part of this commitment we have developed and implemented systems and procedures that meet Australian Standard AS/NZS ISO9001:2000: Quality Management Systems – Requirements.

We have adopted this Quality Standard in the firm belief that the success of the business and the satisfaction of our clients is achieved by maintaining the highest standards of performance and reliability.

Through our Quality Management Systems and procedures all employees are committed to implementing the requirements of ISO9001 within the scope of their activities.

Employee involvement is encouraged through participation in Continuous Improvement Work Groups.

Our quality systems are fully documented in detailed systems and procedures and are internally audited by our Quality department at regular intervals.

Full responsibility and authority for implementing and maintaining the Quality Systems rests with me through the Quality Manager.

The philosophy in adopting the quality approach is to offer a consistent, logical approach to our business ensuring that it is practiced in our every-day activities.

The quality approach to our business has the support of our Board, Management and all of our employees.

Russell F. Telford  
Managing Director  
A.G. Coombs Group Pty Ltd

July 2004