



## **Mr. Scaffold Quality Policy**

Mr. Scaffold's mission is to provide the highest quality of products and services to all of our customers, by promoting continuous improvement and transparency in all of our business activities, with all of our stakeholders. Our Policy pertains to all of our operations nationally –

- 12 Lagana Place Wetherill Park, NSW
- 21 Pelmet Crescent, Thomastown, VIC
- 27 Sparks Road, Henderson, WA
- 12 Maiella Street, Stapylton, QLD
- 95 Bourke Street, Woolloomooloo, NSW

**Our policy is broken into 5 main pillars as follows:**

- 1.) Mr. Scaffold strives above all, to provide a Safe and Healthy Work Environment for its staff, a safe & healthy work environment for our customers, as well as other users of our products - while both complying with relevant AS/NZ Standards and exceeding expectations of good work practices in all the work activities in which we engage.
- 2.) Mr. Scaffold has a strong focus on having a highly skilled, trained and competent team – promoting a culture of training and development both in a formal sense and within our unique work environments. Our policy is to maintain and develop staff's skills and abilities within our organization to achieve the best outcomes for all stakeholders whilst conducting our business activities.
- 3.) Mr. Scaffold's policy is to ensure Compliance across our Quality system by recording, reviewing and maintain information from individual elements of the jobs that we provide – to ensure each step of our sales delivery process is controlled. Accurate record keeping of the individual elements comprising our products and services – through workflow supervision and management – promotes our policy of transparent and controlled work activities.
- 4.) Mr. Scaffold has a policy to ensure that it controls high levels of quality and consistency of supply inputs from suppliers for business-critical outputs that we provide. That is to say, we actively monitor key areas for suppliers to our business who directly affect the quality of our products and services.
- 5.) Mr. Scaffold embraces the value of continuous improvement, as part of its Quality process. The general mechanism of collecting accurate data, summarizing, reviewing information from a wide variety of sources – including team member feedback, customer satisfaction surveys, complaints and compliments from stakeholders, input from our suppliers and other feedback from stakeholders.

**Signed:**

**Date:** 25th June 2024

John Micallef

**General Manager**