

# Quality Policy

**The Lack Group of Companies management and employees are committed to quality, as defined in our corporate vision, mission, values and stated quality objectives.**

**We consider that meeting or exceeding our customer requirements, as well as our statutory and regulatory obligations, is of fundamental importance to the success of our business to maintain and grow our valued reputation for the provision of quality products and services across the industries in which we operate.**

**Our Integrated Management System requires all members of our company to be committed to our quality, safety and environmental objectives aimed at continually improving customer satisfaction.**

Lack Group's objectives are to:

- continually monitor and assess the provision of products and services to our customers,
- document and implement methods for improving the range of products and services to our customers,
- actively seeking feedback and input from our customers regarding the effectiveness of our performance in regard to quality,
- perform effectively and efficiently and provide sound advice to customers in a timely fashion,
- continually improve the quality of our management and services provided to our customers,
- provide the highest quality of services and where possible exceed our customers' expectations.

To do this we will:

- maintain an Integrated Management System to meet requirements of the AS/NZS ISO 9001 Standard as well as AS/NZS 4801 and AS/NZS ISO 14001,
- identify non-conformities and implement timely corrective and preventive actions,
- establish measurable objectives and targets to monitor our quality performance,
- pursue opportunities to improve the processes and procedures that we operate within,
- provide adequate resources to implement and maintain the Integrated Management System.

To ensure this policy is effective, we will

- continually improve the effectiveness of, and review the suitability of, our Integrated Management System through periodic management reviews,
- communicate the entire Integrated Management System - which includes this Quality Policy - across the organisation, and ensure that it is understood,
- review this policy annually to ensure suitability and effectiveness for the companies.



Diane Lack  
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Lack Group  
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