



Aqua Options Pty Limited is a civil construction and service installation company that is committed to meet or exceed the requirements and expectations of our clients.

Aqua Options Pty Limited recognises the importance of preventing defects and errors before they occur, preventing re-works and identifying any issues that do arise as quickly and efficiently as possible. Our quality objective is to develop a set of activities and techniques that are implemented to monitor and improve our services. Our target is to complete all works right the first time within the expected time frame and budget focusing on customer satisfaction

Management is committed to:

- Integrating quality into all aspects of Aqua Options Pty Limited operations
- Continually improve its effectiveness of the Quality Management System and all matters associated with quality via internal quality audits, quality checklists and management
- Ensuring the use of calibrated and serviced equipment to manufacturer's specifications
- Setting a high standard for our suppliers – our first priority is to use approved suppliers that have been quality endorsed for their products.
- Obtaining Certificates of Compliance when required for materials and products sourced
- Engaging NATA Accredited Testers to ensure vigilant steps for verification, validation, monitoring and measurement when required
- Completing Quality Assurance Documentation when required
- Reviewing company procedures to ensure they remain appropriate and effective.
- Complying with all relevant legislation, regulations, standards and codes of practice that are applicable to our services provided
- Consultation with all staff members, the community and other interested parties to encourage and monitor feedback
- To ensure every employee understands their responsibilities within their own area of work to help ensure that Quality is embedded within the whole company
- Ensuring all nonconformities are recorded and records are maintained to ensure corrective action when required
- Addressing issues identified by members of the community and other clients so that complaints and concerns are quickly and adequately addressed
- Having the resources to achieve the objectives outlined in the Quality Policy statement

Our commitment to our staff includes:

- Providing adequate training to all staff ensuring that the intentions of this policy statement are understood, applied and maintained within their own activity area.
- Reviewing and evaluating training needs on a regular basis
- Assisting employees reach their full potential.

This Policy, together with current and broader Quality objectives, will be made available to interested parties on request.

Aqua Options is committed to monitor this policy's effectiveness, provide ongoing implementation and to review this document every two years or as required.

Darren Tierney

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DIRECTOR AQUA OPTIONS PTY LTD

14th November 2024

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