



QUALITY POLICY

Anchor Plumbing & Gas is committed to the delivery our products and services to our customers by organizing, planning and execution of our activities to meet our customers' quality, schedule and budgetary objectives.

At Anchor Plumbing & Gas we shall:

- Ensure we fully understand our customer requirements and needs.
- Work together as a team with our customers, suppliers and employees to ensure these requirements are unequivocally met.
- Comply with AS/NZS 3500 Plumbing and Drainage. This is the Australian Standard that specifies the requirements for the materials, design, installation and commissioning in relation to water services, sanitary services, stormwater drainage and heated water services.
- Implement and manage a well structured Quality Management System to achieve ISO 9001 – 2008 Accreditation by Jan. 2012.
- Ensure our operations and processes are designed commensurate to meet our stated objectives.
- Monitor and Measure our activities using the results of that measurement to continuously refine and improve our operations and processes.

Accountability, Responsibility and Application:

The Anchor Plumbing & Gas Management Team is responsible for ensuring the success of the Policy through the provision and availability of the necessary personnel, equipment and processes.

All Anchor Plumbing & Gas employees and subcontractor employees have an individual responsibility to ensure that all work is off the highest standard and to work together as a team to achieve a service of excellence in quality, underpinning customer quality requirements and satisfaction.

This Policy applies to all areas of Anchor Plumbing & Gas operations and will be reviewed every three years.

Review date: 1st January 2011