

ABO0020

Quality Policy

document description

commtelns.com



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Company Information

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The CommTel Network Solutions Pty Ltd (Part of the Genus Group) exist to provide safe, trusted, and high value solutions to our stakeholders through our people, our culture, and our values. Our operating companies pride themselves as being a market leader and industry contractor of choice. Our success to date has been built on quality, reliability, and excellent service provision. We recognise that providing our customers with the highest quality service is crucial to our continued growth and success.

Our objective is to provide the highest levels of work and product quality, customer satisfaction and reliability that meets or exceeds our customers' needs and expectations.

To achieve this objective, we will:

- Drive high performance through leadership, accountability, traceability, engagement, participation, communication, and collaboration.
- By establishing, implementing, and maintaining a documented framework that promotes and communicates our quality objectives, targets, and strategies.
- Consult with, engage, and empower our workers, to encourage active participation, in providing an overall quality system that ensures consistent delivery of service, products and expertise.
- Embed a risk management framework and processes, to manage, assess and control identified risks.
- Establish and maintain relationships with internal and external interested parties, our clients, and other third-party stakeholders.
- Implement a customer focussed approach in which we work and engage with our clients and relevant stakeholders to understand their needs and expectations and collect feedback on whether their needs are being met.
- Identify legal and other requirements, to meet and maintain our internal governance and contractual requirements, and that of other interested parties.
- Drive continual improvement and innovation based upon efficient business processes, welldefined measurements, best practice, and customer feedback.
- Monitor and evaluate quality performance of the CommTel Integrated Management System (IMS), to learn from and continuously improve our business, as outlined in ISO 9001 Quality Management Systems.
- Have pride in our work and strive to deliver on what we promise.

This applies to all our operations, workers, contractors, and visitors, who have a responsibility to implement this policy. Through this, we will ensure that we provide our product and services to the best of our ability, ensuring time, cost, workmanship, and quality meet or exceed our customer needs.

Reference: Genus Quality Policy POL-SHEQ-GNP-0017 Rev 5 dated 08/09/2025

Alistair Tibballs

Executive General Manager
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