



QUALITY POLICY

At Drainline, we have over 40 years industry specific experience and expertise to look after all your plumbing and drainage needs. Drainline services a diverse customer base including residential home owners, water corporations, councils, developers, commercial and industrial businesses, construction companies, project engineers, asset managers, owner's corporations and our fellow plumbing business.

In order to achieve collective success and satisfaction we shall endeavour to:

- Satisfying applicable requirements by ensuring that applicable statutory and regulatory requirements, and compliance obligations are determined, understood and consistently met.
- Continual improvement of the IMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- Ensuring the quality policy and quality objectives are established for the IMS and are compatible with the context and strategic direction of the Company.
- Set and maintain Quality objectives as part of the IMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Demonstrating their leadership and ensuring that the resources needed for the IMS are available; including training, support and encouragement.
- Ensuring that the IMS achieves its intended results
- Engaging, directing and supporting persons to contribute to the effectiveness of the IMS; establishing partnerships with suppliers and interested parties to provide an improved service.
- Communicating the importance of effective quality management and of conforming to the IMS requirements.

Drainline is committed to continual improvement of quality performance. This policy will be reviewed annually by top management and will be communicated to all staff and external providers and, be available to interested parties upon request.

Ty Millen
Managing Director

Jason Lynd
Managing Director

5th July 2019