



## QUALITY POLICY

### Who we are:

Epoxy Solutions Pty Limited manufactures a range of construction materials for use within the civil engineering, mining, building, construction and general engineering fabrication industries based on cement, polyurethane resin, and epoxy resin technologies.

### What we aim for:

To meet or exceed Internal and External Customer Expectations by providing superior Products and Services. We do this by leveraging our integrated quality system to meet our Customer-led Quality Objectives and continually look for ways to improve The Quality Management System.

### Our Quality Objectives:

- Quality Management System – Implementing a management system complying with or exceeding the requirements of ISO 9001:2008.
- Service Delivery – To deliver a range of services to our customers based on the principle of continuous improvement.
- Promote a culture of continuous improvement
- Working pro-actively with our customers to deliver their emerging needs
- Setting clear standards of requirements for products and services.
- Establishing a work environment that encourages staff to develop and grow
- Be committed to understanding the needs of our internal and external stakeholders and having a will to achieve customer satisfaction.

We believe it's the quality of our products and service that keep our customers and clients coming back. Therefore, we place a large amount of trust on our quality system and will always strive to improve them where we can.

A handwritten signature in black ink, appearing to read 'Lionel Jacobs', written over a horizontal line.

Lionel Jacobs  
Director

22 November 2010

A handwritten signature in black ink, appearing to read 'Marius Jacobs', written over a horizontal line.

Marius Jacobs  
Director

22 November 2010