

## QUALITY POLICY

Semtex Ltd provides Design and Plumbing solutions in commercial, industrial, and residential markets including and design build hydraulic projects. In this endeavour we are committed to delivering our projects to a standard that either meets or exceeds our client's expectations.

### OUR COMMITMENT

In meeting this commitment we have developed a Quality Management Plan (QMP) and processes as part of our Management System Planning we are working towards meeting the nationally recognised standard (AS/NZS ISO 9001:2015) that exceeds industry standard practice, we are also a member of the NZ Master Plumbers association.

### OUR ACTIONS

Our principal objectives are to:

- Provide high quality product at an extremely competitive price.
- Ensure that client and customer requirements are met or exceeded.
- Produce works of the highest quality in an efficient, effective and safe manner.
- Ensure that specification and design is maintained or exceeded.
- Ensure that Design and Construct technical documentation and specifications submitted are of the highest possible quality and accuracy.
- Manage all client correspondence, documentation and communications ensuring they are appropriately transmitted and records are maintained.
- Ensure that all statutory requirements are met.
- Continually improve the effectiveness of the Quality Management System through a continual improvement process utilising non-conformance and corrective action process.
- In implementing this policy, we will engage with and support our employees, contractors, suppliers and our clients in sharing accountability for meeting our requirements.