



Complete Film Solutions Quality Commitment

Complete Film Solutions Pty Ltd is a window film and signage installer. Window film may include solar, security, decorative, anti-graffiti, graphic, surface protection and anti-slip films. Additionally, Complete Film Solutions also provides glazing services through its subsidiary, Complete Glass Solutions.

We are a 3M™ Licensed Installer of Window Film in WA. Our quality objective is to meet or exceed our client requirements and expectations in a proactive, professional and cost-effective manner.

Complete Film Solutions Pty Ltd recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, clients and visitors to site. This commitment extends to ensuring that operations do not place the local community at risk of injury, illness or property damage.

Commitments

- Maintain, implement and continuously improve the Quality management system that complies with ISO 9001:2015.
- Establish measurable objectives and targets to ensure continued improvement;
- Understand and respond to needs and requirements of our clients;
- Establish and promote a safe working culture;
- Consult with employees and other parties to improve knowledge and to ensure everyone has a chance to have their say and encourage personnel to participate in quality improvement initiatives;
- Commitment to consultation and participation of workers, and where they exist, workers' representatives.
- Provide resources and equipment to our personnel to enable them to complete the work to the required standard;
- Ensure all employees have the required skills, competencies and knowledge to do the job;
- Ensure awareness, acceptance and implementation of quality systems to our personnel, sub-contractors and suppliers;
 - Deliver what we promise to our clients and on time;
 - Actively seek performance feedback from our customers and address opportunities for improvement that are identified;
 - Develop a culture within the organisation that things are done 'right the first time'.

Responsibilities

To achieve these commitments, management will:

- Demonstrate leadership in developing an effective quality assurance culture;
- Listen and act on employee contributions;
- Set the standard for The Company;
- Provide adequate resources to continually review and improve our business process.

All personnel have a responsibility to:

- Have a professional attitude and take pride in what they do.
- Willingness to learn and to share knowledge.
- Contribute to The Company culture focused on quality work, and health and safety in the workplace.
- Follow the applicable procedures.
- Report non-conformances and complaints immediately.

We believe our day to day actions will reflect the success of this policy.

A handwritten signature in black ink, appearing to read "Brent Caithness".

Brent Caithness

Director

DATE: 21 January 2020