



QUALITY POLICY STATEMENT

GIA is committed to the on-time delivery, cost effective and high quality of services that satisfy the requirements of our clients without compromise to the practice of zero harm to our people and environment .

We are committed to providing excellence through the implementation of our management system to provide value to our interested parties, both internal and external.

In recognising this commitment, we undertake activities to identify strengths, weaknesses, opportunities and threats, and implement processes that maximise the potential and minimise any deficiencies within these areas.

We are committed to satisfying the applicable requirements of ISO9001:2015 and to the continual improvement of the quality management system.

QUALITY OBJECTIVES

We work collaboratively with our suppliers and contractors to ensure they comply with the standards applicable to GIA and those stipulated by our clients. Our commitment is not only to fulfil our obligations, but also to ensure continual improvement of our GIA management system by

- Implementing and maintaining ISO9001:2015 accreditation;
- Minimise negative customer feedback (retain current client database (95%);
- Respond to complaints, industrial relations disputes, non-conformances and issues promptly and address through appropriate corrective actions – 100%;

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business.

We continue to proactively seek out and meet our customer needs while addressing all requests expeditiously without creating false expectations.

We strive to consistently meet or exceed our customers' expectations. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this to build a robust and world class business.

A handwritten signature in black ink, appearing to read 'J Maxwell', is positioned above the name and title of the signatory.

Jason Maxwell
Managing Director