



ABN: 93 072 918 435      QBSA No: 6550787

## QUALITY POLICY STATEMENT

All employees of Creepy Crawly Pest Control Pty Ltd are committed to consistently meeting and exceeding the needs of our customers. We are committed to delivering quality products, on time, every time using the most appropriate measures to meet product requirements for use. Our customers expect safe, reliable and optimum cost products and Creepy Crawly Pest Control Pty Ltd employees will do whatever is necessary to make sure our products are the best to offer the industry.

There are mechanisms in place through regular staff meetings to ensure the quality of product is up to standard and that there are no miscommunications and errors made.

We intend to achieve and sustain this policy by implementing through the company a Quality Management System which will focus on the following:

1. Establishment and maintenance of a Quality System based on ISO 9001:2000, which will provide a way to sustain improvements.
2. Ongoing training and development of our employees, who will be encouraged to fully participate in our quality improvement process.
3. The establishment of a formal process for continuous improvement.
4. Supporting the ongoing compliance of products for termite barriers to comply with Australian Standards and the Building Code of Australia (BCA) and amendments

As Managing Director, I have the overall responsibility for all aspects of quality within Creepy Crawly Pest Control Pty Ltd. However, the achievement of quality and customer satisfaction requires all support, and I ask each employee to actively support me by taking responsibility for the quality of his/her performance in the chain of supplying services to our customers.

To ensure our success and further improve our performance, regular quality audits together with customer, distributor and employee surveys will be conducted.

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**Tony Anderson**  
**Managing Director**

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**Date**