

Horan & Bird specialises in the design, supply, manufacture, installation and maintenance of all services associated with electrical, communications and renewable energy.

We are dedicated to the quality policy that will ensure that our products and services fully meet the requirements of our customers always. The goal of the company is to achieve a high level of customer satisfaction always. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

We believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, workers will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Measurable objectives and targets needed to ensure that the requirements of this policy and continual improvement are maintained, will be established and measured.

The quality policy principles and objectives will be communicated and available to workers and external interested parties.

Within this Policy we are committed to operating our company under the disciplines and control of a system conforming to the International Standard AS/NZS 150 9001, planned and developed jointly with our other management functions.

We are all committed to operating continuously to this standard and we will maintain the necessary quality approvals consistent with our customer requirements.

We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our policies and objectives and can perform their duties effectively through an ongoing training and development programme.

This policy shall be reviewed on an annual basis.

Approved By:



**Glenn Nooroa**  
Senior Operations Manager  
Horan & Bird Energy



**John Horan**  
Group Manager  
Horan & Bird Energy

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