



## Quality Policy

A full service telecommunications company, Comstar Systems operates in a highly regulated environment, providing turnkey solutions in Telecommunications and Broadcasting. We offer a depth of industry experience and unmatched quality of service from our multi-skilled team of experienced communications engineers, designers, project managers, technical officers, riggers and electricians.

The **scope of this policy** extends to all Comstar systems operations, including:

- The provision of a safe and rewarding work environment that builds careers in a sustainable business and to provide exceptional client service through collaboration and innovation;
- the installation, maintenance and servicing of telecommunications and broadcasting infrastructure; and
- Comstar systems facilities in Tasmania and Victoria.

Comstar Systems has developed and implemented an integrated management system (IMS), incorporating a quality system aligned to ASNZS/ISO 9001: 2015. The IMS provides a framework for establishing and reviewing quality objectives. For further information refer to the *QEHS Planning Monitoring Measurement and Reporting Procedure*.

### Our senior management is committed to:

- satisfying applicable requirements by ensuring that **customer, statutory and regulatory requirements** are determined, understood and consistently met.
- **continual improvement** of our integrated management system (IMS) which incorporates a quality system.

### Our senior management shall:

- Take accountability for the **effectiveness** of the quality management system ie: that it achieves its intended results by:
  - **Communicating to personnel** the importance of effective quality management and of conforming to quality management system requirements
  - **Engaging, directing and supporting personnel** to contribute to the effectiveness of the quality management system.
- Fulfill **compliance obligations** including, statutory, regulatory and customer requirements.
- Establish **quality objectives** compatible with the **context and strategic direction** of our business.
- **Monitor** those objectives through internal auditing, monitoring and management review processes to enhance **customer satisfaction**.
- Promote the use of a **process approach** and **risk-based thinking**.
- Provide the **resources** needed for the quality management system including training, support and encouragement.

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- **Promote improvement** through:
  - identification and investigation of opportunities for improvement and non-conformances; and
  - Implementing preventive and corrective actions.
- **Support managers and supervisors to demonstrate their leadership** as it applies to their areas of responsibility.
- Where practicable, establish partnerships with suppliers and interested parties to provide an improved service to our **customers**.

We believe that the commitment shown by Comstar Systems Pty Ltd will provide the basis for long term relationships within our industry, increased job satisfaction and security for our employees whilst improving our competitiveness and our leadership.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy shall be communicated and made available to interested parties:

- Upon reasonable request
- By accessing the Comstar Systems website
- By inclusion in all Comstar Systems site folders
- By inclusion in employee/contractor inductions and the contractor pre-qualification process.

Policy authorised by:

A handwritten signature in blue ink, appearing to read "CHC", written over the printed name.

**Catherine Hammersley-Cave**  
Managing Director

Date: 26/9/18