

# CERTIFICATE OF CONFIDENCE



## Quality Policy

B&J Catalano (the Company) are committed to identifying client needs and expectations, ensuring that the level of client service and product quality meets or exceeds these expectations.

Senior Management have created an awareness of the needs to fulfil Client expectations through the establishment of policies, objectives, procedures, processes and systems based on the requirements of the quality standard AS/NZS ISO 9001:2015.

These objectives, policies, procedures and processes are communicated and made available as appropriate to all staff, sub-contractors and relevant interested parties where applicable. Training is provided, where necessary, to ensure a full understanding of all aspects of the Quality Management System.

The documented Quality Management System is monitored and reviewed annually or more as required by management to ensure our objectives as documented in the Quality Policy Manual are being met and that the system is suitable and effective in meeting both Client and Company needs.

Management will take effective action to ensure resolution of problems and continual improvement in our operating practices. This policy of continual improvement, coupled with the provision of adequate human resources and a clear understanding of client requirements will lead to strengthening consumer confidence in our ability to provide excellent products and services on time and within budget.

*We, the Managing Directors of B&J Catalano, commit all employees of B&J Catalano Pty Ltd to abide by and complement our policies and procedures in order to enhance our reputation as a client focused company and a commitment to applicable requirements.*



JAS-ANZ



  
Managing Director – Bill Catalano  
 Director – Clem Catalano  
 Director – Stephen Catalano