



**UNIFIED  
SERVICES**

## QUALITY CONTROL POLICY

Unified Services provides superior skills and a broad range of experience in managing and coordinating all facets of facility maintenance from HVAC fit outs, routine maintenance, and emergency breakdowns.

We strive for the highest possible results for all work types we undertake to ensure our clients receive value for money and top quality within an efficient timeframe, while offering our clients support in the full life cycle of the plant.

Unified Services delivery journey continues well beyond project handover, and we aim to develop and maintain solid, ongoing relationships with our clients and contribute to their success through our proficient service and project delivery.

This offers our clients a 'one stop shop' for all maintenance requirements and is our point of difference for clients in an ever-changing high-cost industry with many competitors.

It is essential to us that we meet and exceed our clients' expectations and we are committed to continual improvement of our services and proudly adhere to CM3 OHS Certification and ISO requirements for excellence.

Unified Services are committed to meeting our legislative requirements and keep and maintain a legal requirements registry which lists our legislative requirements. This is monitored regularly to make sure all legislative requirements are being met.

We are committed to setting quality objectives that align with our strategic direction (please refer to the objectives spreadsheet located on our shared google drive.

Because each job can be different and require different activities, environments and competent persons, Unified Services uses a step-by-step process that is applied to all job types to make sure all aspects of the job are under controlled conditions.

To ensure the conformity of all our services Unified Services uses an Aroflo software program that manages and monitors a job from start to finish.

All jobs are assigned a job number in Aroflo making it easy to identify a jobs process output. The assigned Site Manager and Project Manager will do regular site inspections to monitor a job's status.

As part of the quality control process Unified Services applies a Unique Product Identification (job name) to each job in Aroflo. This UPI is used on all purchase orders and correspondence to Suppliers, Subcontractors and Clients.

Unified Services will always adhere to all applicable legislation.

This policy is authorised by: *Nicholas De La Roche*

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