CHARLES HULL CONTRACTING

QUALITY POLICY

Charles Hull Contracting aims to be a trusted partner to its clients by providing consistent, reliable, and high-quality services. Quality performance is one of the cornerstones of our culture and is considered a personal responsibility of all employees.

To fulfil this commitment, Charles Hull Contracting will:

- Endeavour to consistently meet or exceed our Clients' expectations with regards to excellence in quality, timeliness, and value for money
- Design systems and controls to ensure complete understanding of customer requirements that supports consistently accurate and effective service provision
- Maintain a practical, but comprehensive, Quality Management System, based on AS/NZS ISO 9001:2015, and measure effectiveness through regular review and audit processes
- Respond to complaints by acting immediately and decisively, thereby improving our service delivery and company resilience
- Identify, report, investigate and resolve all non-conformance and take action to prevent recurrence
- Educate and train our people to continually improve their skills, awareness, and knowledge to foster core values in quality and excellence
- Cultivate and maintain our commitment to continual improvement, by encouraging and empowering our people to participate in quality improvement activities

Our management team is fully committed to delivering the above commitments, so that consistently high standards of service are delivered that meet or exceed customer expectations.

Richard Hull

Director