

QUALITY MANAGEMENT

Our commitment to total customer satisfaction



Wavepoint Group Limited — Our commitment to total customer satisfaction and continual improvement

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Approved by	Jason Alexander, Managing Director	Applies to	All employees & operations

OUR QUALITY PRINCIPLES AT A GLANCE



**Customer
Focus**



**Quality
Workmanship**



**Skilled
People**



**Continual
Improvement**



**Clear
Standards**

1. Quality Policy Statement

Wavepoint Group Limited is committed to total customer satisfaction through the supply, fitting and maintenance of all drycleaning, laundry, finishing and garment-conveying machinery — achieving and exceeding customer expectations while complying with all relevant health, safety and environmental requirements.

Every employee is responsible for meeting or exceeding customer expectations in keeping with our objectives. We continually seek to develop our people and improve customer focus and satisfaction through communication, training and quality workmanship. This philosophy has formed the basis of our success through mutually beneficial relationships with our customers and suppliers.

2. Our Quality Objectives

To deliver consistent quality and total customer satisfaction, we will:

- understand our market and our customers' needs and expectations;
- continually facilitate and improve our growth;
- treat our customers with compassion and understanding;
- deal with complaints promptly and fairly;
- minimise the causes of complaints and remove the root cause to prevent recurrence;
- maintain a healthy, motivated workforce, trained and developed to achieve their potential; and
- supply, install and maintain reliable, high-quality equipment supported by excellent service.

3. Our Quality Principles

Our approach reflects internationally recognised quality management principles (as set out in ISO 9001), which guide how we work:

- Customer focus — meeting and striving to exceed customer expectations;
- Leadership — providing clear direction and a shared commitment to quality;
- Engagement of people — involving and developing competent, motivated employees;
- Process approach — managing activities as connected processes for consistent results;
- Improvement — pursuing continual improvement in everything we do;
- Evidence-based decision making — using facts, data and feedback to make decisions; and
- Relationship management — building mutually beneficial relationships with customers and suppliers.

4. Responsibilities

The Managing Director provides leadership and the resources needed to deliver this policy and to maintain a culture of quality. Managers ensure that quality standards are understood and met within their areas, and every employee is charged with the task of meeting or exceeding customer expectations and contributing to continual improvement.

5. Continual Improvement and Review

Wavepoint Group Limited is committed to the continual review of its quality policy for the mutual benefits it achieves. We monitor performance, learn from feedback and complaints, and act to improve. This policy is reviewed at least annually, and sooner if our activities, customer requirements or relevant standards change.

Approved and signed on behalf of Wavepoint Group Limited



Signed	Jason Alexander
Position	Managing Director (Employer)
Date	24 June 2026
Review date	24 June 2027

— End of Quality Management Policy —