

QUALITY POLICY

OUR VISION

Lightsource Services is engaged in Australia wide engineering and project management of telecommunications infrastructure including design, construction and maintenance services.

Our vision is to be regarded as an industry leader in our chosen fields. We believe this can be achieved by focusing on such primary business goals as:

- Ensuring clients are satisfied with our service and performance
- Observing and fulfilling statutory obligations and client specifications.
- Achieving Shareholders' expectations
- Ensuring employees are accountable, motivated and perform to their full potential.

PRIMARY OBJECTIVES

To achieve our visions and goals we will:

- Develop long-term relationships with our clients and respond to their requirements and expectations.
- Comply with applicable legislation, regulations, standards and other obligations.
- Employ competent personnel and provide them with appropriate supervision. Training, work environment, information systems and resources.
- Maintain safe, reliable and efficient plant and equipment.
- Practice a culture of open communication where reporting of defects and product non-conformance is encouraged and dealt with in a just and fair manner.
- Ensure that we take a proactive approach to detect and prevent active and latent failures.
- Implement a documented Integrated Management System (IMS) that combines the principle standards including AS/NZS ISO 9001, AS/NZS 4801, AS/NZS ISO 14001 and ISO 31000.
- Maintain documented procedures and standards for the control of management, administrative and construction work processes.
- Implement project management, risk management and planning processes that identify the management controls, resources and work methods for effective project execution.
- Establish, measure and review business objectives, key performance indicators and targets for the continued improvement of our strategies.



Martin Wall
Managing Director
September 2015