

**Abecca by Design** is committed to delivering high-quality, design-led manufactured products and associated installation and support services that consistently provide reliable outcomes for our clients.

Our team applies engineering, manufacturing and quality management expertise to minimise defects and deliver consistent results.

***Our commitment is to:***

- ❖ Deliver products and services in line with contractual and client requirements, consistently meeting or exceeding quality expectations;
- ❖ Complete design, manufacturing and installation activities within agreed timeframes, supporting reliable and on-time delivery;
- ❖ Deliver products and services in alignment with ISO 9001:2015, applicable legal, regulatory, and contractual requirements; and
- ❖ Work towards continuous improvement.

***The objectives framework we will use to pursue this commitment is:***

- ❖ Monitor the quality of our products and services through design reviews, production checks, inspections, testing and client feedback against agreed requirements;
- ❖ Monitor production, installation and delivery performance against agreed schedules;
- ❖ Encourage our teams to apply consistent practices across all design, manufacturing and installation activities, minimising rework and defects;
- ❖ Ensure suppliers and contractors meet competency and quality-related requirements; and
- ❖ Provide staff with the equipment, training, information, and supervision needed to achieve quality outcomes; and
- ❖ Set measurable quality objectives and targets, guided by our ***Operational Objectives***, which will be monitored regularly.

This policy is communicated throughout our organisation and displayed in visible locations. To support transparency, we will communicate this to all clients, contractors, partners, regulatory authorities, and other interested parties as required.

A handwritten signature in black ink, appearing to read "Joseph Beatson".

**Joseph Beatson - Director**  
**01/03/2026**