

Quality Policy Statement

At FWB we are committed to implementing quality management systems and processes to ensure we deliver the highest quality products and services possible.

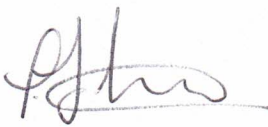
Our aim is to maintain an effective quality management system that is continually reviewed; with processes in place to ensure improvements are implemented throughout the organisation.

To achieve this, as a company we will ensure that we:

- Work closely with our customers and suppliers to achieve business and quality objectives
- Deliver products and services of the highest possible quality, reliability and consistency to meet our customers' requirements
- Ensure that the resources needed for the quality management system are available
- Implement quality management in a systematic and planned way through the application of management systems that support the delivery of the business plan
- Establish and measure performance and customer satisfaction against appropriate quality objectives and/or targets
- Measure service performance and customer satisfaction at an appropriate level; and
- Continually review and improve our processes and levels of service
- Monitor and review chosen suppliers to ensure they are able to supply FWB in a way that meets the needs of this policy.
- Communicate to all employees; make this policy available to all interested parties and review no less than annually.

As a company, FWB recognises we all share the responsibility for delivering high quality products and services as well as continual improvement. Long-term relationships require on-going commitment to achieving business excellence.

Signature:



Position: Director

Date:

14. OCTOBER 2022

Annual Review Due:

14. 10. 23