

# Quality Policy

Higgins Coatings is committed to achieving sustainable, profitable growth by delivering commercial painting and building services that consistently meet and, where possible, exceed customer expectations.

This policy reflects our dedication to fulfilling customer requirements while maintaining compliance with ISO 9001:2015 and all applicable regulatory requirements relevant to quality management. It applies to all Higgins operations, covering our full range of products and services. Our commitment to quality is embedded in our Integrated Management System (IMS), which provides a structured approach to achieving excellence.

## Our Quality Objectives:

- **Systematic Quality Management** – We implement a structured approach through the IMS, ensuring all processes align with our responsibilities to customers, regulatory authorities, and stakeholders.
- **Employee Responsibility & Engagement** – Every employee and contractor is responsible for the quality of their work, fostering a culture of continuous improvement across the company.
- **Leadership & Accountability** – The Managing Director holds overall responsibility for the IMS, with the National Operations Manager overseeing its development and implementation.
- **Continuous Improvement** – We consistently review and enhance our policies, procedures, and practices in accordance with ISO 9001:2015 standards and relevant Australian legislation, including harmonised WHS requirements and Victorian OHS obligations where they impact quality processes.
- **Customer Satisfaction & Loyalty** – We are committed to delivering high-quality workmanship that strengthens customer relationships while optimizing efficiency and reducing waste.
- **Transparent Communication** – We maintain open communication with staff and customers, ensuring alignment and accountability in our quality objectives.

Our Quality Policy is integrated into overall business operations to ensure consistency across all company policies. We drive continual improvement through management reviews, internal audits, corrective and preventive actions, and strategic quality planning.

All quality objectives and processes will comply with ISO 9001:2015 and relevant Australian standards, ensuring alignment with Higgins' Integrated Management System and legal obligations.

At Higgins, we recognise that effective quality objectives must support our financial and business goals while upholding our commitments to customers and regulatory requirements. This policy serves as the foundation of our quality-driven culture, ensuring excellence in every project we undertake.



Gerard Higgins  
**Managing Director**  
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