



# Quality Policy

## Our Vision

Italsteel have a vision to become the Supplier of Choice for all customers requiring Steel Fabrication and Erection.

## Our Commitment

Italsteel recognises that the establishment and maintenance of a defined management system is critical to our success. As part of our management system we are committed to a Quality Policy that will satisfy our clients' expectations for product and service delivery, cost effectiveness, quality and excellence in all we do.

## Our Objectives

In line with sound business practice, Italsteel will continuously identify, assess, manage and improve all elements of our activities that impact customer satisfaction by the following tasks:

- Establish and maintain an ISO 9001:2015 certified Quality Management System which establishes responsibilities, targets monitoring methods and the review of business performance to achieve the product quality,
- Respond to complaints in a timely manner, ensuring the resolution leads to continual improvements in products and/or services,
- Identify, report, investigate and resolve all non-conformances and take action to prevent recurrence,
- Ensure our key processes have been widely communicated,
- Develop and support a skilled workforce, who are engaged and empowered with a sense of ownership,
- Ensure that each process owner has documented the policies and procedures required to achieve the desired quality outcomes,
- Remain a trusted and respectful employer. An "Employer of Choice",
- Provide professional quality resources, educate and train our people to continually improve their skills, awareness and knowledge to foster core values in quality excellence and practices,
- Ensure regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to our business, specifically AS/NZ 5121 structural steelwork.
- Maintain and monitor a culture that supports these objectives.

## Continuous Improvement

Italsteel constantly looks for initiatives to continuously improve our Quality and Operational Systems by monitoring, reviewing and updating our objectives.

## Policy Control and Review

Copies of this policy will be displayed in key locations all sites, will be communicated to employees and will be made available to interested parties.

Italsteel's management system will be audited, reviewed periodically and revised taking into consideration changes in equipment, services, legislation or company requirements.

Changes to this policy will be approved by the Director and communicated by the Quality Manager.

Ken Patterson  
General Manager

Date: 7 / DEC / 2021

# CERTIFICATE OF CONFIDENCE

*This is to certify that*

**Italsteel**

1 Forge Street, Welshpool WA 6106, Australia  
16 Moriarty Road, Welshpool WA 6106, Australia

*conforms to the requirements of*

**ISO 9001:2015**

**Quality management systems**

*Shop detail drawings, steel fabrication, surface treatment, delivery and installation.*

**Certificate number:** KULQ01-CCCQ01

**Certified date:** 8 December 2020

**Approval date:** 21 December 2020

**Expiry date:** 8 December 2023

*Robert Howell*

**Robert Howell**

**DipMgt**

Assurance Manager  
Equal Assurance



**JAS-ANZ**



**Equal Assurance Pty Ltd as trustee for The Equal Assurance Trust.**  
21/44 Kings Park Road, West Perth WA 6005, AUSTRALIA

Certificate validity and ownership as per arrangements between the client organization and Equal Assurance partner. Certificate status can be verified via the QR code or at <https://qdos.equalassurance.com/certificates/KULQ01>. Equal Assurance partners are accredited by members of the International Accreditation Forum. Details at [www.iaf.nu](http://www.iaf.nu). Certificate accredited by Joint Accreditation System of Australia & New Zealand. Details at [www.jas-anz.org/register](http://www.jas-anz.org/register). All contents © Copyright 2015 Equal Assurance. All rights reserved. Details at [www.equalassurance.com](http://www.equalassurance.com).



# Certificate of Compliance

## Certificate No. SCA-087

**Business Name (the 'Licensee'):** Italsteel

**Facility Location:** 1 Forge St, Welshpool. WA 6106

**Construction Category:** CC3

**Inclusions:** Fabrication including Welding, Coating, Erection, AESS

**Exclusions:** AS/NZS 1554 Part 4, 7

**Limitations:** None

**Additions:** None

Steelwork Compliance Australia as the Certifying Body for the ASI National Structural Steelwork Compliance Scheme (NSSCS) hereby certifies that the Licensee, at the nominated Facility Location, has met the requirements of the Scheme and has successfully completed the necessary audits to demonstrate compliance with the AS/NZS 5131 Structural Steelwork - Fabrication and Erection standard in accordance with the Construction Category, Exclusions, Limitations and Additions as listed above.

**Valid Until:** 12<sup>th</sup> July 2023

**First Certified:** 12<sup>th</sup> July 2022

**Approved on behalf of Steelwork Compliance Australia**

*Bushan Salunke*

**Bushan Salunke**

General Manager

Steelwork Compliance Australia