

## **POLICY STATEMENT**

Everybody who works for the ecoBright® Group of Companies (ecoBright®) in Australia, New Zealand and the Pacific Islands is responsible for getting Quality right. Good Quality performance is critical to the success of our business.

The aims and objectives of our Quality programme are to:

- Efficiently manufacture and supply energy saving products, which conform to the relevant specifications, meet contractual and regulatory requirements and meet or exceed the expectations of our customers. In conducting these activities we strive for Incident Free Operations.
- Strive for cost and operational performance leadership that is World Class by eliminating losses and waste in the manufacturing supply chain.
- Ensure ecoBright® Management Systems comply with the requirements of AS/NZS ISO 9001, ISO/TS16949 or other applicable standards to achieve accreditation to ANZ/NZS ISO 9001.
- Ensure all employees are familiar with the appropriate documentation and procedures, to carry out their role effectively and in accordance with the Quality system and ecoBright® marketing requirements.
- Commit to integrating quality, environmental, occupational health, safety, and security activities within the ecoBright® management system and provide training for employees in applying continuous improvement principles to their work.
- Seek cooperation and involvement of employees at all levels of the organisation, which is essential for success and to sustain our commitment to continuous improvement.

To support these objectives, ecoBright® is committed to continuous improvement through the ongoing development, implementation and maintenance of effective management systems.

Our business plans include measurable customer satisfaction and loss performance targets and we are all committed to meeting them.

## **APPROVAL**



Terry Kanellos  
*ecoBright® Group Managing Director*  
28<sup>th</sup> July 2010