



## PHOENIX SOCIETY INCORPORATED

# QUALITY POLICY

***Phoenix will be ... an innovative and dynamic employer of people with disabilities, that operates successful commercial businesses and provides outstanding opportunities for the development of its greatest asset ... its people***

We manufacture a diverse range of products that utilizes the varying skills of our people to their optimum. These products include:

- Woodworking
- Assembly and Packaging
- Shrink Wrapping
- Wine Services
- Mechanical Assemblies
- Printing
- Contact Centre Services
- Mail Collation
- Labelling
- Car Detailing
- Embroidery
- Sewing
- Inbound / Outbound Telemarketing

Our **Quality System (AS/NZS ISO9001:2008)** will support and benefit our customers and employees by achieving the following objectives:

- **By being an extension of our customers' businesses and producing products and services that meet their specific needs**
- **By producing ongoing training to our employees, ensuring that the customers' needs are communicated and understood, so as to enable us to produce quality products, at the agreed volumes, on time**
- **By maintaining a safe working environment and not processing products or services that may be determined as being unsafe to our employees or end consumers**
- **By a total commitment to the concept of Continuous Improvement of our Systems and Procedures**
- **By the incorporation of our Procedures and Policies in relation to Safety, Training, Environment and Industrial Relations into our overall Quality System**
- **By the achievement of productivity levels that will make us commercially competitive**

By the achievement of the above objectives, we will produce Quality outcomes that will enhance our status and guarantee a long-term future for the organization and its employees.

All aspects of our Quality Policy are endorsed by all related parties, including Board Members, Management, Staff and Employees.

**Ian M Terry**  
**Chief Executive Officer**  
**29<sup>th</sup> July 2009**