

The A.G. Coombs Group of Companies was established in 1945 and is recognised as the leading specialist Building Services organisation.

Focusing on the areas of Advisory, Projects, Service and Technical Management the A.G. Coombs Group is a leader in the provision of 'Whole of Life' building services - from design, install and commission through to ongoing advice, service, maintenance and operation for all the systems that bring buildings to life.

The Group is committed to providing services of high quality across the life cycle of its customer's facilities. In pursuit of this commitment the Company has developed and implemented a nationally recognised systems, verified by independent certification. The system is certified to ISO 9001:2015 - Quality Management Systems.

The A.G. Coombs Group of Companies has implemented and maintains a quality management system in the firm belief that the route to the commercial success of the business, and customer satisfaction, is achieved by maintaining high standards of performance and reliability in design, installation and service.

Through the Group Management System each employee is committed to implementing the requirements of ISO 9001 within the scope of their activities.

The Executive Management and Board of the A.G. Coombs Group of Companies commit to:

- Managing our employees, contractors and workplaces to ensure we comply with all relevant laws, regulations, codes of practice and guidelines, as well as A.G. Coombs policies and procedures.
- Meet quality expectations of our customers and clients.
- Deliver work on or under budget, including minimising waste.
- Deliver work on-time.
- Provide employees with the appropriate training, equipment and resources to meet quality objectives.

The Group's management systems are documented in detailed procedures and instructions and are internally audited by our Quality and Business Improvement Department at regular intervals.

Full responsibility and authority for implementing and maintaining the Group Management System rests with the Managing Director through the Manager QHS&E.

The philosophy used in adopting this quality approach is to offer a consistent and logical approach to quality, ensuring that it is practised in our everyday activities. The outcomes of internal audits and other review mechanisms will assist with practical and continual improvements in the system and the manner which the A.G. Coombs Group of Companies conduct their work.

This quality approach to our business has the support of the Board, Executives and all employees of the A.G. Coombs Group of Companies - an approach that has the aim of getting it right first time, every time.

**This Policy applies to all employees within the A.G. Coombs Group of Companies as follows:**

A.G. Coombs Group Pty Ltd ♦ A.G. Coombs Pty Ltd ♦ A.G. Coombs Advisory Pty Ltd ♦ A.G. Coombs Servicing Pty Ltd ♦ A.G. Coombs (NSW) Pty Ltd  
 A.G. Coombs (QLD) Pty Ltd ♦ AGC Butler Pty Ltd ♦ Integrated Technical Management Pty Ltd ♦ Walker Fire Protection Pty Ltd

Approved:		Policy Number: P-01 (Ref. System 11)
Name	Russell F. Telford, Managing Director	Version: 7.1 October 2025