

Quality Policy

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Quality Policy

1. Aim

This policy is to ensure that every product and service we deliver not only meets but exceeds our customers' expectations.

2. Purpose

To establish the principles that drive Rollease Acmeda's commitment to quality. This policy establishes our dedication to delivering superior products and exceptional service by focusing on delivering the highest standards of quality into everything we do to build trust and ensure satisfaction. This policy is the foundation from which we build our mission to be a leader in shading solution products, continuing to improve and evolve to meet the changing needs of our customers.

3. Scope

This policy applies to all locations and associates within the Rollease Acmeda Pty network. It encompasses all locations, including but not limited to our head office and regional facilities. The policy is designed to ensure a consistent approach to quality across all our operations, aligning with our commitment to delivering high-quality products and services that meet or exceed customer expectations.

4. Policy

At Rollease Acmeda, we are committed to delivering innovative shading solution products that meet and exceed our customers' expectations. Our approach to quality aligns with the principles of ISO 9001, ensuring consistency, reliability, and continuous improvement in every aspect of our product development, manufacture and supply.

To achieve this, we commit to:

1. Customer Focus

- Understand and meet customer needs by providing high-quality shading solutions that set benchmarks in style, comfort, function, and safety.
- Strive for customer satisfaction through timely delivery, exceptional service, and reliable performance.

2. Leadership and Employee Engagement

- Foster a culture of quality by empowering our employees and encouraging ownership and accountability at all levels.
- Provide the necessary training, resources and support to ensure the development and competence of our team.

3. Process Excellence and Innovation

- Implement and maintain efficient, sustainable and innovative processes for designing, manufacturing and delivering of our products and services.
- Adhere to stringent quality standards and continuously seek opportunities to improve our products and services.

4. Compliance and Risk Management

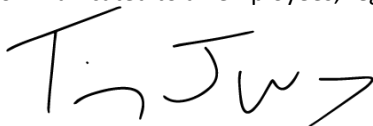
- Comply with all applicable regulatory and legal requirements.
- Identify and mitigate risks to maintain the integrity and performance of our quality management system.

5. Continual Improvement

- Regularly review and evaluate the effectiveness of our Quality Management System to drive ongoing enhancements.
- Act on feedback from customers, employees, and stakeholders to improve processes and product offerings.

This policy serves as the foundation for our commitment to quality and supports our mission to be a global leader in shading solutions. It is communicated to all employees, regularly reviewed for relevance, and forms the basis of our strategic objectives.

Approved by:



Date: 10 February 2025