

QUALITY POLICY

At Safe Rope Access Pty Ltd, we are committed to delivering the highest level of quality across all services we provide, including rope access as window cleaning and pressure cleaning, remedial repairs, caulking, painting, height safety system installation and certification.

Our goal is to consistently meet and exceed client expectations through safe, professional, and reliable service delivery, with attention to detail and long-lasting results.

Our Quality Commitments

As far as reasonably practicable, Safe Rope Access commits to:

- Complying with all applicable legislation, industry standards, and client requirements.
- Performing all services using approved techniques and high-quality materials suited to each specific task.
- Ensuring window cleaning is completed using professional glass-cleaning products (e.g., Glass Gleam), pure water systems, and non-scratch applicators to ensure a spotless, streak-free finish without damaging treated surfaces.
- Applying UV- and weather-resistant sealants for caulking, and using premium paint systems suitable for external remedial and protective coatings.
- Conducting pressure cleaning using commercial-grade equipment, with the correct pressure and method to avoid damage to surfaces.
- Ensuring all technicians are fully trained, qualified, and experienced in their respective areas of service.
- Maintaining accurate documentation, including job reports, certifications, and photographic evidence where required.
- Continually improving our services, tools, and processes based on client feedback, internal audits, and industry developments.
- Responding promptly and professionally to any concerns, defects, or non-conformances identified during or after a project.

Employee Responsibilities

All employees and subcontractors are expected to:

- Follow work instructions, safety procedures, and quality standards relevant to their task.
- Report any issues that may affect service quality or safety.
- Participate in training and toolbox talks to maintain high performance standards.

Management Responsibilities

Safe Rope Access management is responsible for:

- Providing the supervision, tools, and resources necessary to deliver high-quality outcomes.
- Reviewing policies, procedures, and team performance regularly.
- Promoting a culture of professionalism, care, and pride in workmanship.
- Ensuring this Quality Policy remains relevant, practical, and consistently applied.

We believe that quality is achieved not only through technical skill but through commitment, communication, and care. We take pride in delivering every project to the highest standard, ensuring client satisfaction and long-term value.

Jader Alves - Director

Name and Position



Signature

12/06/2025

Date