

## Appendix 3 - IMS Policy

### Integrated Management System Policy

Watters Electrical operates across a variety of sectors and provides a turnkey solution for our customers, from design to project management. The sectors covered include the installation and maintenance of electrical installations, covering domestic, commercial, industrial and data & communications. The renewables market has seen the business now encompass both roof top solar and larger scale solar farms. Additionally, via an acquisition the offering has extended to refrigeration and air conditioning.

The business' long-standing reputation has been built on providing quality workmanship, efficient use of quality products and ensuring all work is done to the highest safety standards.

Client satisfaction has been the source of our continued growth; we work in our local community and our reputation is everything.

We wholeheartedly commit to upholding an ISO 9001:2015 and ISO 45001:2018 standards-based management system, encompassing Quality Assurance, Occupational Health, Safety, and Rehabilitation. We integrate the National Code of Practice and Industry Guidelines into our Watters Company Management System.

The focus for the business is the continued development of our leadership team, which is the ultimate key to our success. Driving a greater responsibility and discipline via our agreed leadership behaviours will ensure we as a business are compliant.

Although a large business, we must remain nimble to pivot for both opportunities and challenges, both in market and in our workplace environment. Driving the required training and personal development of all our staff will allow the flexibility required.

Having the ability to tackle any environmental issues, via our technical skill sets, is our focus. Doing all we can in-house not only allows further development of our staff but gives us leverage in the marketplace and a specific point of difference to our competitors.

Our staff are our business, and the success of our people development strategy will be crucial for the future of Watters Electrical. Staff at all levels, from the apprentice to the GM, contribute to the effective management of safety and other environmental controls.

Our systems and safety management team are authorised to ensure compliance. Any interdepartmental or personnel disputes beyond resolution will be escalated for final adjudication.

Watters Electricals' Integrated Management System Policy underscores our unwavering commitment to quality, safety, and environmental responsibility.



**Chris Day**  
**General Manager**  
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