

LUMEN QUALITY

Policy Statement

We've designed our Quality Management System in accordance with AS/NZS ISO 9001:2016 Quality Management Systems requirements. We're proudly accredited by Telarc.

Lumen is committed to ensuring the highest quality is achieved and maintained throughout all its activities.

We're passionate about delivering quality products and services and we're always seeking to improve our quality management system, including:

- Spending ample time working to understand and meet our clients' requirements.
- Improving clients' satisfaction through our quality management system.
- Continually reviewing and improving the effectiveness of our quality management system.
- Complying with all relevant laws, regulations, and codes of practice.
- Delivering projects on time, within budget and to a high standard.
- Making sure we promote quality as a core company value to employees and others (such as suppliers, clients, consultants and subcontractors).

From our Managing Director:

"As Managing Director, I am dedicated to continually improving the quality of our work, our customers' satisfaction, and our company's compliance with regulatory requirements. This commitment is shared with Lumen's staff, clients and stakeholders".



Dan Tombleson
Managing Director
Date: 9th March 2022

The signing of this page by the Managing Director confirms this manual as the official policy on quality for Lumen. Lumen's Quality Policy is communicated to all employees and others and is available upon request.