



AM-BOSS ACCESS LADDERS PTY LTD



QUALITY POLICY STATEMENT

In 1979 **AM-BOSS** Access Ladders Pty Ltd was established by the current Managing Director, Werner Hecht, when he first designed and manufactured prototypes of pull-down access ladders. The product was very good and in 1980 he registered the Business name of Amboss Trading (now **AM-BOSS** Access Ladders Pty Ltd).

The principal activity of **AM-BOSS** Access Ladders Pty Ltd is the manufacture, supply and installation of pull-down and fixed access ladders for domestic and commercial / industrial environments.

Although “into ceiling” pull-down access ladders are not covered by the Australian Standard AS1657:2013, which relates to fixed and portable ladders, **AM-BOSS** Access Ladders Pty Ltd will, through its Procedures and Quality Testing, demonstrate compliance with the National Construction Code (NCC) series.

AM-BOSS Access Ladders Pty Ltd acknowledges that there has to be a compromise as pull-down access ladders are neither fixed, nor portable. **AM-BOSS** Access Ladders Pty Ltd will include items from AS1657:2013 such as gradient of the ladder, step spacing, slip resistant treads and 500mm tread width (‘Big-Boss™’ version). **AM-BOSS** pull-down access ladders have a load rating of 150kg at any given point (not spread weight), or 400kg for our ‘Heavy Duty’ series.

AM-BOSS Access Ladders Pty Ltd is totally committed to understanding and meeting the quality needs and expectations of all our customers.

It is the policy of management and employees of **AM-BOSS** Access Ladders Pty Ltd to provide superior customer service through the manufacture, supply and installation of quality products. The company’s philosophy of providing consistent product quality, and adhering to agreed customer service levels, has resulted in its continuing success.

The objectives of **AM-BOSS** Access Ladders Pty Ltd to deliver superior customer service, and quality products, allows management and employees to focus on the following:

- a) Quality is the responsibility of every employee in the company. To assist employees in this obligation the management shall ensure that they are clearly briefed on their responsibilities, are suitably qualified and provided with adequate resources and training to maintain the specified standard.
- b) Ethical workmanship and customer satisfaction are paramount.
- c) Products and services must be delivered on time and at an agreed upon price.
- d) We will continue to aggressively strive to ensure that customer satisfaction is achieved at all times, and in all things.

This Quality Policy is fully supported by the management and employees of **AM-BOSS** Access Ladders Pty Ltd.

This policy is achieved through an effective auditable Quality Management System. The guidelines to this system are given in the Quality Plan Summary.