

Quality policy.



Purpose.

Madison Group Enterprises (known as the Madison Group) is an importer, manufacturer and distributor of telecommunications, data cabling products and networking systems to Industrial, Commercial and Government clients. The Madison Group employs practices and procedures embedded in our day to day business operations to ensure customer satisfaction.

Application

This policy applies to all employees of the Madison Group.

Objectives

The objectives of this policy are to:

- Comply with all Local Laws and relevant standards, including ISO 9001:2015
- Commit to a systematic and disciplined approach by all employees in all activities associated with customer interaction
- Improve employees, suppliers and customers awareness of our quality policy
- Set objectives and targets to continually improve
- Establish programs to achieve agreed quality objectives and targets
- Deal openly with our clients, colleagues and suppliers to ensure positive relationships

Quality Activities

To achieve the Quality Policy, the Madison Group will:

- Provide our staff with appropriate training and development, empowering staff to realise their full potential
- Ensure the highest quality of technology and service which is upgraded on an ongoing basis
- Commit to the achievement of higher standards of customer satisfaction consistent with professional standards and ethics as defined by the professional bodies associated with the telecommunications industry
- Maintain staff involvement to drive continuous improvement Continuous management review to ensure the system remains relevant
- Adopt a clear approach in the pursuit of all quality objectives.

ISO 9001 Certification

To formalise our commitment, the Madison Group has a certified Quality Management System to ISO 9001:2015.

30 March 2020

Managing Director

Date

Certificate

PricewaterhouseCoopers Compliance Services Pty Limited has assessed whether the management system at

**Madison Group Enterprises T/A
MadisonAV
Madison Express
Madison Technologies
61 Metroplex Avenue, Murarrie, QLD 4172 Australia**

meets the requirements of the standard noted below (the requirements) as at 28 February 2021.

ISO 9001:2015 Quality Management System Standard

Scope of Certification

Design and manufacture of products, services and solutions for the professional cabling, networking, wireless, and audio visual industries.

Management is responsible for ensuring the management system meets the requirements. Our responsibility is limited to expressing an opinion as to whether the requirements were met based on our assessment.

A further description of our responsibilities for the assessment of the management system is located at <http://www.pwc.com.au/certification>.

In our opinion, the management system met the requirements, in all material respects, as at 28 February 2021.

This certificate remains valid from 28 February 2021 until 28 April 2022 and is subject to satisfactory surveillance audits.

Date of Original Certification (Pre-Transfer)	19 April 2013
Date of Current Certification	28 February 2021
Date Certification Expires	28 April 2022



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One International Towers Sydney, Watermans Quay, Barangaroo, NSW 2000 Australia



PricewaterhouseCoopers Compliance Services Pty Limited ACN 625 023 716
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