

CV Services is a diversified trade services group dedicated to delivering the edge in trade services and visual solutions. The CV Services Group of companies provides a broad range of complementary offerings across our four businesses: Electrical Construction, Infrastructure Services, Asset Services, and Media & Signage. Our Vision is “to create a legacy we can be proud of by working with exceptional people”. We will achieve this through our mission of “delivering the edge - with great people, great customers and great systems”.

To deliver on our vision, we are committed to being recognised as a provider of quality services across the **CV Services** range of product offerings, whilst ensuring long term sustainability.

To achieve these goals, we will drive three core quality principles:

- Customer satisfaction as central to our operational processes;
- Maintaining a high standard of professionalism in every aspect of our day to day operations, encompassing:
 - Customer service
 - Sales and pricing
 - Technical and quality control in production and delivery
 - Human resources and training
 - Management and leadership
- Continuous development and improvement in everything we do.

CV Services complies with the ISO 9001:2015 quality standard. Our quality vision is to produce products and services that meet our customers’ requirements, comply with their specifications, and meet all statutory requirements. At all times we operate under our customer charter which is to deliver the edge by always;

- Putting safety first;
- Understanding and respecting the customers’ priorities;
- Communicating openly to ensure no surprises; and
- Delivering quality outcomes.

Whilst delivering a quality product, **CV Services** proactively seek new technology and innovations relevant to best industry practice. CV Services will strive for continual improvement, consistent with our reputation as a market leader in our field.

Every **CV Services** team member is responsible for quality and will be dedicated to continually improving company reputation and customer satisfaction.



Andrew McMaster
 Managing Director
CV Services

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