

# Quality Policy

When it comes to quality, Buildcorp's overarching goal is to consistently meet or exceed our clients' quality objectives. We use a Quality Management System certified to ISO9001.

## OBJECTIVES

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This policy and its related quality management system and framework provide the basis for:

- ▶ Maintaining high standards of work that, where possible, exceed client expectations
- ▶ Enhancing Buildcorp's reputation for quality work
- ▶ Eliminating fundamental technical construction errors from arising during and post construction
- ▶ All staff understanding their roles, responsibilities, and authorities for quality
- ▶ Enabling a defect-free handover

## COMMITMENTS

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To achieve these goals, our policy is to:

- ▶ Use our Quality Management Framework to encourage supply chain and end user collaboration to reduce risk and variation and promote continual learning from past mistakes
- ▶ Use our collaborative, mobile quality management system, 'Procore' to proactively identify and mitigate any potential defective workmanship at any stage of the project cycle
- ▶ Use quality planning tools over the life of each project
- ▶ Continuously train project teams, clients, consultants, and subcontractors in quality management
- ▶ Monitor and improve the performance, suitability, and effectiveness of our quality system

## RESPONSIBILITY & ACCOUNTABILITY

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Buildcorp's senior management maintains overall responsibility for quality performance, measured against:

- ▶ Average quality audit score
- ▶ Client interview satisfaction indicators
- ▶ Defects at project handover and during DLP

Managers are responsible for implementing, promoting and maintaining quality management systems to the highest standard. To achieve this, managers will provide sufficient supervision and training in processes to ensure their projects and businesses and their subcontractors, consultants and suppliers consistently meet Buildcorp's quality standards.

## APPROVAL & REVIEW

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This policy, and our Quality Management Framework and System, will be reviewed at least annually.



**Tony Sukkar AM**

**Group Managing Director**

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