

Group 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 and a Quality Management Framework.

Objectives

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
- ▼ Diminishing instances of rework over the life of the project
- ▼ Enabling a defect-free handover

Commitments

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, Buildcorp Onsite, 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 and Accountability

The senior management group maintains overall responsibility for quality performance, measured against:

- ▼ Average quality audit score
- ▼ Client interview satisfaction indicators
- ▼ Quality frequency rate – defects at handover

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.

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



Tony Sukkar AM
Group Managing Director
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