

QUALITY ASSURANCE POLICY

Construction Profile is committed to being a partner of choice for every business we come in contact with, because of our professionalism, attention to detail, fairness in dealings and flexibility in approach. We are intent on building long-term relationships through excellent client satisfaction by providing industry-leading resources and services.

Construction Profile's quality objectives are:

- ❖ Meeting the KPIs that the company establishes.
- ❖ Actively engaging in risk and hazard identification of each workplace, and for construction sites, prior to the commencement of site works.
- ❖ Continually improving the quality and efficiency of the services we deliver.
- ❖ Continually improving our risk and opportunity management capabilities.
- ❖ Ensuring that our management and operational systems comply with the requirements of ISO 9001:2015.

Construction Profile will achieve these objectives by:

- ❖ Regularly measuring, monitoring and analysing all business areas and operations, and acting on relevant findings.
- ❖ Adopting a process approach to guide the company's Integrated Management System (quality, environment and safety management systems).
- ❖ Providing appropriate and adequate resources and implementing management processes that, as a minimum, will comply with applicable laws, codes of practice and contractual requirements.
- ❖ Communicating this Quality Assurance Policy, the company's Quality Assurance Manual and relevant procedures to all staff to ensure they understand their individual responsibility and contribution expected of their role within the company.
- ❖ Facilitating an environment that enables our resources, including those that are outsourced, to perform to their best ability and deliver high-quality services. This includes providing an appropriate working environment and sequencing work activities on site that averts trade congestion.
- ❖ Seeking feedback from staff, clients and key suppliers and subcontractors, to improve our internal management and operational systems.
- ❖ Continually seeking to understand our clients' own success factors and their underlying needs. This includes, where appropriate, proposing tailored contracting models / alternative delivery strategies, proposing alternative design detailing and materials (value management), and modifying or adjusting construction methodologies (buildability).
- ❖ Responding promptly to client queries or concerns whenever these are raised.
- ❖ Periodically reviewing and revising this Quality Assurance Policy and the company's KPIs to ensure they remain relevant to the company's Business Plan.

A handwritten signature in black ink, appearing to read 'NEIL DENTON', with a stylized flourish at the end.

NEIL DENTON
Managing Director
1 July 2020