

## QUALITY MANAGEMENT POLICY

### Vision

The FK Gardner & Sons Pty Ltd vision is being recognised throughout the construction industry for delivering quality and value. We aspire to be:

- a regionally based professional construction firm committed to exceptional client service. We believe that market leadership is based primarily on performance and reputation
- a firm committed to long-term growth based on a solid foundation of outstanding and loyal people using contemporary business, management and construction systems.

### Mission

FKG's mission is construction with an emphasis on Quality, Safety, Performance and Customer Satisfaction.

### Goals

We realise our greatest asset is the employee and the focus is a team concept, but each member has a different level of talents and abilities. The leadership goal is to understand those talents and to challenge each to their fullest potential. The team goal is each employee can assist another to grow in areas of job performance, job education, people skills and equipment use.

As a general contractor, FKG has demonstrated outstanding performance in the construction of commercial and institutional facilities through the use of committed management and the work of highly skilled professionals. FKG build facilities that meet the needs and realise the goals of building owners and developers.

### Objectives

- a. to continually monitor and assess client needs,
- b. to continually improve the quality of construction management services provided to our clients,
- c. to be committed to implementing and maintaining a quality management system based on the quality assurance standard AS/NZS ISO 9001:2008, relevant state and commonwealth Occupational Health & Safety legislation and AS/NZS ISO 14001 environmental management system to assure its clients that our system meets national and international standards,
- d. to ensure our staff are trained and experienced in the techniques required to carry out building and construction operations,
- e. to ensure that our site supervisors and management are kept abreast of developments and changes in relevant standards, legislation, and technology,
- f. to ensure that our staff are aware of and understand the Quality Policy, Workplace Health & Safety Policy, Environmental Policy, and all other company policies related to specific needs at all times, and endeavour to work to defined performance standards so that lawful client requirements are satisfied, if not exceeded,
- g. to constantly strive to create a stimulating environment for all employees, encouraging development of our specialised skills and corporate teamwork to meet the challenge of our marketplace, and
- h. to thoroughly plan, manage and control the work in order to ensure satisfactory completion of projects within the nominated time using best safety, environmental and quality practices.

All staff are responsible for the communication, enthusiastic promotion and implementation of this policy. All staff are accountable to the Directors and Quality Assurance, Safety and Environment Manager for the achievement of quality outcomes in accordance with this policy. The Directors accept responsibility and accountability for the Quality Management System provided by the Company.

Gary Gardner  
**Managing Director**