

QUALITY MANAGEMENT POLICY

Daily Mission: “No Rework or Error”

The FKG Group (FKG) is committed to delivering quality services and products to all our clients.

We are:

- A professional Company committed to exceptional client service. We believe that market leadership is based primarily on performance and reputation; and
- A Company based on contemporary business management, product and delivery systems.

FKG is committed to deliver to our clients’ projects and products of the highest quality and value by utilising the assets within our integrated group of companies.

FKG’s mission is project and product delivery with an emphasis on Quality, Safety, Performance and Customer Satisfaction.

We realise one of our greatest assets is our employees. Each member of our team has different skills and abilities. The leadership goal is to understand those talents and to challenge each to their fullest potential so that as a team each employee can assist another to grow in areas of job performance, job education, people skills and equipment use to facilitate the best possible outcome for our clients.

FKG has demonstrated outstanding performance in a range of industries with committed management and the work of highly skilled professionals. FKG delivers products that meet the needs and realise the goals of our clients.

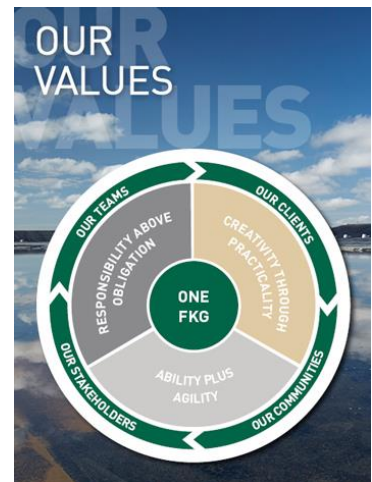
To achieve our Daily Mission, the following commitments have been established for all members of our team:

Responsibility Above Obligation

- being committed to implementing and maintaining a quality management system consistent with legislative requirements and based on the current quality management system standard;
- making sure employees are aware of and understand the Quality Policy and endeavour to work to defined performance standards so that lawful client requirements are satisfied, if not exceeded; and
- to continually monitor and assess client needs;

Creativity Through Practicality

- 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.
- to review and continually improve the quality of services provided to our clients; and
- 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.



Ability Plus Agility

- making sure supervisors and management are kept abreast of developments and changes in relevant standards, legislation, and technology and comply with the requirements of the system;
- making sure employees are trained and experienced in the techniques required to deliver quality products.

All employees are responsible for the communication, enthusiastic promotion and implementation of this policy and are accountable to the Managing Director for the achievement of outcomes in accordance with this policy. This requires all employees and contractors to follow all reasonable and lawful instructions to achieve the outcomes of this policy. Failure to do so may result in disciplinary action, including termination of employment or engagement.

Senior management within divisional business units shall also ensure that the intent of this policy and performance of the system against these objectives is regularly reviewed and this policy is updated where required. Where individual business Units develop Policies to cover individual scopes of operation they shall comply with the overall intent of this policy.


 Nicholas Gardner
 Managing Director