



NELMAC Pty Ltd

Quality Policy

It is the policy of NELMAC PTY LTD to consistently provide all products and services in accordance with the customer's specified requirements and applicable regulatory requirements. The Company recognises that in order to maintain customer satisfaction, it must achieve all that has been specified and completely fulfil its obligations before seeking customer approval and acceptance. This will be undertaken through contract review to confirm the customer's needs and expectations, planning and controlling the managerial and technical aspects of the work, and verifying that the outcomes of the planning and control activities have been successful.

NELMAC also aims to achieve improved productivity, efficiency and quality by having an effective and properly managed quality system that complies with ISO 9001:2008, by ensuring that all staff are suitably trained and by implementing system improvement when deficiencies are identified.

All NELMAC employees are responsible for the quality of their efforts and are required to comply with the Company's quality system as outlined in this Management System Manual. All employees shall be made aware of these requirements by their supervisors.

NELMAC PTY LTD recognises that quality and completion on time and within budget constraints are key indicators of its performance. "Getting it right first time" enhances the Company's reputation with its customers and maintains its competitiveness.

By implementing quality management, NELMAC PTY LTD aims to provide assurance to customers that its products and services will meet the customer's specified requirements.

The Directors of NELMAC PTY LTD are committed to the following quality, OHS and environmental objectives:

- **Workmanship** - use suitable materials and good workmanship so that completed construction work is fit for purpose.
- **Customer Service** - carry out all work with integrity, keep each customer informed and meet our contractual obligations.
- **Competence** - our personnel must be suitably skilled to perform their work competently;
- **Effective Management System** - systematic approach to operating our business to maximise our understanding of customer needs, our productivity and the reliability of our outputs while minimising errors and cost over-runs.
- **System Improvement** - be responsive to feedback on client satisfaction, identify and follow through opportunities to continuously improve our management system
- **Work Environment** - comply with OHS and environmental legislation during our work and provide safe work sites with minimal adverse environmental effects during construction.

A handwritten signature in black ink, appearing to read "David McIntosh".

David McIntosh

Director



NELMAC Pty Ltd

Quality Policy

29 April 2016