



## QUALITY MANAGEMENT POLICY

Demato Construction is committed to providing each client with a positive and hassle free experience as we consider the satisfaction of our client as a measure of our success.

Delivering properties in a distinguished and authentic way sets us apart. In challenging ourselves to set new standards we stay abreast of innovations in technology and materials, deliver exceptional workmanship, build and foster relationships and work collaboratively with our clients to Make It Happen. As a provider of commercial and residential construction, project management and maintenance services we will achieve these objectives through dedication to our work, a professional approach and our attitude towards our management systems and each other.

Our commitment is founded on the principles:

- Customer satisfaction is a core value and will be prioritised.
- We will pursue building solutions that optimise the potential and performance of our client's assets.
- Exceptional workmanship should be expected.

Consistent with this we shall:

- Emphasise a consultative and co-operative approach in all dealings.
- Provide building solutions that meet our customer needs.
- Ensure that our actions, practices and the products and services we supply conform to agreed specifications and applicable statutory requirements.
- Promote ownership and accountability by all stakeholders.
- Promote innovation and use feedback from all stakeholders to drive improvements.
- Establish and monitor measurable objectives and targets so as to promote participation, innovation and continuous improvement.
- Work in accordance with our management systems and meet any additional client requirements.
- Ensure our work practices demonstrate our commitment to quality, health and safety, the environment and to sustainable development.
- Encourage all employees and contractors to perform at their best.
- Engage our leaders to actively participate in quality improvement activities and to lead by example.
- Inform employees, contractors and visitors of their obligations regarding this policy.
- Submit our systems and work practices to external scrutiny through a third party.

All employees and contractors shall:

- Take pride in their workmanship and the delivery of their service.
- Represent themselves and the business in a professional manner.
- Honour their commitments and actively consult and communicate.

A handwritten signature in black ink, appearing to read 'Mato Demir', is written over a light blue circular stamp.

Mato Demir  
Director

5 September 2016