



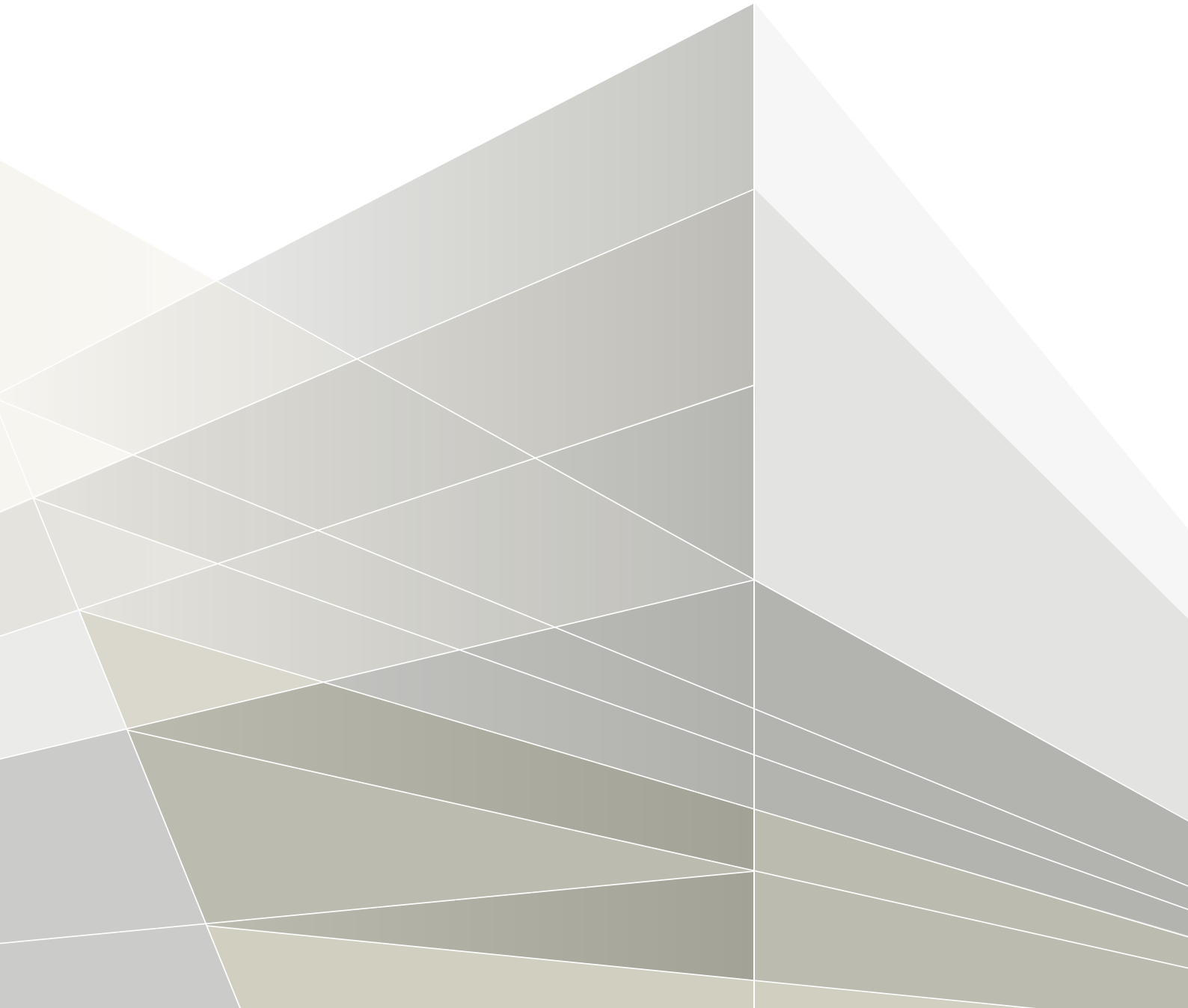
# QUALITY POLICY

## Policy Document

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## 1. Introduction

NEO CONSTRUCT has earned a genuine reputation for delivering quality projects across all of our project types and for all of our clients. The scope that our *Quality Manual NEO-QM-01 / Quality Management Plan* has been designed around is detailed below.

### 1.1 Scope

- › Residential, Houses, Hostels, Nursing Homes, Aged Care.
- › Commercial, Offices, Hotels, Restaurants, Funeral Parlours, Kitchens, Clubs and Bars.
- › Retail, Shops, Fast Food Outlets, Supermarkets.
- › Institutional, Schools, Tertiary Education, Child Care Facilities, Kindergartens.

## 2. Purpose

The purpose of the policy is to assure all clients that it is dedicated to a policy of providing materials, workmanship and services in compliance with all relevant standards and regulations and consistent with the quality requirements of each individual client.

## 3. Policy

Neo Construct is committed to providing the highest possible quality and reliability of services in the building construction industry, to retain existing customers and obtain new ones.

We are committed to continuous improvement in quality with the goal of meeting or exceeding our customers' expectations. Improvement in quality is the job and obligation of every employee.

Our commitment to quality improvement will lower costs by eliminating errors, resulting in the best service at the lowest cost with the highest degree of customer satisfaction.

To achieve this, we will:

- › Make quality workmanship the joint responsibility of management and employees,
- › Commit to utilising every available means to do it right the first time,
- › Set and monitor quality targets and objectives. These will be communicated to all employees,
- › Ensure that client expectations, specifications, and feedback are an integral part of all business activities,
- › Continually monitor and assess the needs of stakeholders and other interested parties
- › Apply a quality planning system to ensure effective implementation of new programs to meet our quality goals,
- › Commit to an ongoing training program for all new and existing employees,
- › Promote quality awareness and employee work involvement in quality improvement programs,
- › Commit to continual improving the effectiveness of our quality systems,
- › Regularly review the Quality system to ensure its suitability to the business environment,
- › Provide adequate resources to implement and manage our quality system,
- › Maintain a quality management system that meets the requirements of ISO 9001.

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