



## QUALITY POLICY

The Fortunato Group is committed to meeting customer needs, and maintaining and enhancing our position as both a recognised and respected name in the civil construction industry. Our Integrated Management System, comprising of quality, environmental and health & safety policies, objectives and procedures, is designed to continually improve our quality service, and demonstrate business excellence.

**To consistently deliver a quality service that guarantees customer satisfaction, we will:**

- ❑ Complete projects on time, on budget, and in accordance with clients requirements;
- ❑ Establish and pursue quality objectives and targets designed to improve customer service and satisfaction;
- ❑ Comply with all relevant legislation and regulations, and other requirements that are placed on us, or to which we subscribe
- ❑ Maintain a competent and committed workforce that are fully understanding of our Integrated Management System policies, objectives and procedures;
- ❑ Communicate with employees regarding customer requirements and processes and resources required for successful project outcomes;
- ❑ Monitor, measure and analyse to determine conformity with set processes, and undertake regular management review to establish improvement initiatives;
- ❑ Engage with stakeholders to establish mutually beneficial relationships;
- ❑ Maintain a certified Quality Management System in accordance with the requirements of AS/NZS ISO 9001:2000.

John Fortunato  
Managing Director

Date: 7<sup>th</sup> December 2007