

## Quality Policy

Policy Number	Date Approved	Date Last Reviewed	Status
5-2-0	30/05/2019	01/07/2025	Endorsed

### Introduction

Bay Building Group is a family owned construction company with many years of experience in servicing the insurance building industry. The objective of Bay Building is to provide quality services to meet all customer satisfaction, contractual and regulatory requirements.

### Policy

The objectives which underpin the policy are:

1. To develop a full understanding of the needs of our customers.
2. To work in close co-operation with clients, customers, suppliers and sub-contractors to provide the right quality work and service, first time.
3. Actively to seek customer feedback and to use this as a format for continuous assessment and improvement.
4. To develop the potential of our employees and subcontractors to ensure they are all capable of undertaking work required in a safe and responsible manner, in accordance with the Company's OHS and Environmental policies.

Achievement of these policy aims involves all staff and subcontractors, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. Bay Building is fully committed to delivering the objectives of this quality policy statement within all its activities and work undertaken by the Company.

Bay Building has implemented a management structure that is based on the quality and commitment of its professional and experienced management and construction staff. Our Directors have a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this Quality Policy is maintained and improved. We are continually developing the Company's operation and upgrading of systems and invest to a high degree in staff training to professional level.

Bay Building's approach is to listen to our clients and customers and to openly discuss the individual requirements of every contract, thus ensuring that our clients remain fully satisfied with our service delivery. With each project we undertake, a Quality Plan is implemented, encompassing control measures that ensure the client's requirements are met, within the specified time, and in line with the budget. To this end, we endeavour to work as a committed team in a spirit of co-operation with the client and their customers.



Matthew Dusting  
 Chief Executive Officer