



Quality Management Policy

Engineering Building & Infrastructure Pty Ltd (PTY Ltd) is committed to delivering engineering and construction projects across diverse sectors – from educational and commercial buildings to residential developments and infrastructure such as bridges and tunnels. We recognize that our success depends on providing the best possible service and ensuring our products and services fully meet customer requirements. To this end, we have established a Quality Management System (QMS) that provides the framework for adding value, maximizing efficiency, and delivering all projects on time, within budget, and to leading industry standards of quality. Continuous improvement is achieved through strict adherence to this policy using quantifiable measures and by fostering a quality-oriented culture among all employees. A well-defined quality policy clarifies what quality means for our organization and secures senior management endorsement and resources for quality initiatives.

Our Quality Management System is implemented and continually improved in accordance with ISO 9001:2015 requirements. We apply this system to every project we undertake to assure clients that we consistently fulfill all contractual, legal, and regulatory requirements. In line with ISO 9001 Clause 5.2, we commit to satisfy “all applicable requirements,” including customer, statutory and regulatory obligations. The quality policy is documented and maintained as formal information, and is communicated so that it is understood and applied by all employees and relevant stakeholders. By meeting every applicable standard and client expectation, we build confidence that our services consistently meet or exceed the needs of our wide and varied clientele.

Key Commitments

- **Customer Focus:** We commit to understanding and meeting customer needs, ensuring their satisfaction with our services.
- **Compliance:** We ensure full compliance with all contractual, statutory, regulatory and safety requirements that affect our work.
- **ISO 9001 QMS:** We implement and maintain a QMS based on ISO 9001:2015, and continually improve its effectiveness.
- **Leadership & Culture:** Senior management actively defines and supports our quality objectives, fostering a culture of quality and continuous improvement throughout the organization.
- **Employee Involvement:** We recognize the important role of all employees in upholding quality. We involve every team member in the QMS and provide training and resources so they can contribute to quality improvements.
- **Risk Management:** We identify and manage risks and opportunities that could affect our ability to deliver quality products and services, including any factors that impact customer satisfaction.
- **Supplier Quality:** We encourage suppliers and subcontractors to work in line with our high standards, aligning their own quality systems with ours.

- **Monitoring and Objectives:** We establish measurable quality objectives and regularly monitor, measure and analyze performance against them. Our leadership reviews progress toward these objectives on a scheduled basis to ensure effective operation of the QMS.
- **Continual Improvement:** We are committed to ongoing improvement of our operations and processes. We take appropriate steps to increase efficiency, enhance customer satisfaction, and eliminate non-conformities.

Implementation and Responsibilities

All company personnel – management, office and site staff, and subcontractors – are required to conform to the Quality Management System and this policy. The Board of Directors and senior management have overall responsibility for the QMS and the implementation of this policy. Company directors will ensure that specific quality objectives are set within this framework and that progress towards those objectives is periodically reviewed. Adequate resources and training are provided so that quality goals can be achieved.

This Quality Management Policy is documented and made available to all staff. It is prominently displayed at our headquarters and project sites, and it is communicated through staff briefings and training to ensure every employee and contractor understands and embraces it. By adhering to this policy and our QMS, we demonstrate to clients, regulators and other stakeholders that we consistently provide services that meet or exceed expectations. Conformance with this policy is mandatory at all levels of the organization, providing the foundation for competitive advantage, long-term success, and ongoing client and employee satisfaction.

This policy will be reviewed at least annually or whenever there is a significant change in our operations or legal requirements. Any updates will be approved by the Board. The next review date 11/07/2026.