



# Quality Policy Statement

## Quality Policy Statement

Multi Span Australia is a Design and Construction Company involved in a wide range of domestic, commercial, industrial, institutional and Government projects with in-house Architectural, Engineering and Project Management Professionals.

Our commitment to clients extends to providing the very best possible quality in these services and projects to meet or exceed the satisfaction of our clients. To ensure these objectives, we have established an Integrated Management System to provide clients with the assurance that the services provided and projects constructed by Multi Span Australia will be consistently of high quality and reliability.

Multi Span Australia is committed to achieving the requirements set out in AS/NZS ISO 9001:2016 and continually improve our services, systems and processes. This will be accomplished through:

- The establishment and implementation of the Integrated Management System (IMS) framework and associated documentation aimed at satisfying, AS/NZS ISO 14001:2016, AS/NZS 45001:2018, AS/NZS ISO 9001:2016, and Client requirements;
- Monitoring, review and improvement of our system through, internal audit, management review, task and activity observation and management interaction;
- Reviewing and adjusting this Policy to ensure it remains relevant to our operations;
- Developing the skills and competencies of our personnel to improve company performance and delivery capability;
- Ensuring we utilise our resources, information and knowledge efficiently and effectively;
- Ensuring Client satisfaction both during and after delivery;
- The development, implementation and continual review of management plans and procedures designed to meet the varied needs of our Clients and
- Setting measurable, realistic objectives and targets and reporting on progress towards their achievement.

We are also cognizant of the inclusion of workplace health and safety and environmental considerations within this management system and have implemented AS/NZS 45001:2018 and AS/NZS ISO 14001:2016 standards to ensure this commitment. These policies are pursued in all our activities.

Our attitude to clients is one of fostering good relationships and meeting expectations. The full support of our employees, suppliers and subcontractors is sought in actively pursuing this quest for quality and service.



Martin Hood  
Managing Director



7<sup>th</sup> Nov 2024

Date