

Kordia Group Quality Policy Statement

We are committed to meeting the needs and expectations of our clients by implementing an effective and well managed Quality Management System.

Our goal is to achieve consistently high standards of customer satisfaction.

We will:

- Comply with all relevant quality management related statutory obligations, standards, specifications and codes of practice;
- As a minimum, apply the Kordia Project Management Methodology (PMM);
- Maintain, monitor, review, audit, update and continually improve the Quality Management System to AS/NZS ISO 9001 certification standards;
- Provide appropriate resources to implement and maintain the Quality Management System;
- Strive to deliver excellence in the delivery of all our products and services to our customers;
- Engage suitably qualified, skilled, and experienced people;
- Educate and train in order to continually improve the knowledge, skills and competency of our people;
- Identify, report, investigate and resolve non-conformances and take meaningful action to prevent recurrence of issues;
- Establish, review and communicate performance measures and take action to improve outcomes;
- Encourage consultation and feedback from our customers, and use it to improve services;
- Monitor and evaluate the quality performance of consultants, subcontractors and suppliers and communicate with them on quality and compliance issues;
- Ensure that all employees, subcontractors, suppliers and consultants are aware of and have the necessary skills to fulfil their quality obligations with respect to our operations;
- Seek to continually improve our management systems, work practices and operational deliverables to meet or exceed customer expectations;
- Maintain a continuous safety improvement culture to improve the overall quality of Kordia's services.

This policy statement and associated procedures will be reviewed annually with the aim of ensuring best practice is used in order to achieve effective and meaningful quality management within the business.



Scott Bartlett
Chief Executive Officer
Kordia Group

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Quality
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