

GROUP QUALITY POLICY STATEMENT

Furphy Infrastructure Group, which includes Furphy Foundry Sales Pty Ltd, Landmark Products Pty Ltd & Civic Infrastructure Services Pty Ltd (The Group) strives to be Australia's leading provider & installer of prefabricated open space structures and urban designed products. The quality of our products and services is supported by our commitment in implementing and maintaining a robust Quality Management System by:

- Aligning with ISO 9001:2015 Quality Management Systems – Requirements.
- Meeting our customer requirements and expectations with a consistently high level of quality products and/or services that is fit for purpose.
- Ensuring all our employees, contractors and suppliers are highly competent in providing the utmost reliable and proficient service to meet our customer requirements - on time, every time.
- Ensure all our employees work is in accordance with legislation, regulations relevant codes of practices and the Group Quality Management System.
- Periodically reviewing the effectiveness of our Quality Management System including this policy and communicating it to all relevant personnel.
- Constantly seeking improvements in all areas of our business operations by developing, documenting and monitoring our work practices.
- Employing competent Quality related staff & resources who conduct regular internal inspections and audits
- Review comprehensive quality management reports on a regular basis that identifies root cause and recommended corrective actions.
- Maintaining an effective customer satisfaction feedback program so that we can continuously improve our products & service.

Our Quality Policy provides a framework for establishing and reviewing our Quality Objectives.

As a Company, we will strive for continuous improvement with the aim of enhancing benchmarks in an effort to maintain our strong reputation as an industry leader, whilst satisfying the requirements of our customers to the highest possible standards.

Sam Furphy
(Managing Director)



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