

## Quality Policy

Carora Group prides themselves on delivering quality commercial and residential projects, in Queensland. Boasting a vast amount of industry experience within the company, Carora Group' goal is to exceed the expectations of every client by offering outstanding customer service, integrity of product, safety, increased flexibility and greater value add to your business.

Carora Group' commitment to its customers extends to providing the very best possible production quality in these items to the satisfaction of its customers.

We are dedicated to the quality policy that will ensure that our products and services fully meet the requirements of our customers at all times. The goal of the Carora Group is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

We believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, workers will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements. Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review. The quality policy principles and objectives will be communicated and available to workers at all times. Training is an integral part of the strategy to achieve the objectives. Within this Policy we are committed to operating Carora Group Carora Group under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001, planned and developed jointly with our other management functions. We are all committed to operating continuously to this standard and we will maintain the necessary quality approvals consistent with our customer requirements. We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers. We shall ensure that all our personnel understand and fully implement our policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Employees are expected to:

Assist and cooperate in ensuring that this policy is followed, and

Actively participate in the adherence to the achievement of the goals and objectives of this policy.

This Statement is issued to indicate Carora Group' attitude to its customer relationships and its own excellence of service. The full support of our company's employees and our suppliers and subcontractors is sought in actively pursuing this quest for quality.

The policy will be reviewed on an annual basis.

**Approved By:**



**Date: 24.03.26**

**Construction Director Drew Stepoe**