

## QUALITY INSURANCE ASSESSMENT

Hunter Mason is dedicated to providing high-quality services by focusing on excellence, continuous improvement, and adherence to industry standards. Our commitment to quality ensures that we consistently meet or exceed client expectations, thereby delivering value and upholding our reputation for excellence.

### Objective

To enhance our reputation, we will provide outstanding construction services and facilities across various scales and complexities, comply with and surpass legislative, statutory, and contractual obligations, and encourage a culture of continuous learning and development.

### Scope

This policy applies to all individuals working for or with Hunter Mason, including employees, contractors, subcontractors (collectively referred to as “workers”), consultants and any other third parties acting on our behalf.

Hunter Mason is committed to:

- Enhance our HSEQ Management System and ensure compliance with ISO 9001:2015 standards, as well as all relevant laws and contractual obligations.
- Providing adequate resources and targeted training to clarify roles and responsibilities, thereby supporting quality delivery objectives.
- Engaging stakeholders by clearly communicating the policy to all staff and soliciting feedback from clients and employees. Recognise and reward those who show excellence and innovation.
- Regularly evaluate business operations to identify efficiency, quality, and continual improvement opportunities. Set measurable objectives, strive to exceed them, and implement feedback mechanisms to enhance processes.

### Implementation

Hunter Mason ensures policy implementation through:

- Regular training programs to enhance employee skills and knowledge.
- Monitoring and evaluating quality performance metrics.
- Promoting a culture of accountability and responsibility.



Matthew Callender  
Managing Director