

QUALITY POLICY

Signature Project Management (SPM) is an organisation established to provide our clients with professional, specialised project management services in feasibility studies, property development, new construction, refurbishment, fit out and other associated works so as to achieve a sustained competitive advantage and significant business improvements. SPM provides a team of specialised and dedicated professionals, who work with our clients in a collaborative manner to deliver projects to meet the requirements set out by the client brief.

The minimum standard that will be applied to Quality Management System is AS/NZS ISO 9001:2015. It is the policy of SPM to achieve and maintain the highest level of client satisfaction through a process of establishing high quality objectives, a regular review of processes and the implementation of improvement strategies, where required. SPM's commitment to continuing development includes:

- To implement the disciplines of ISO 9001 to develop and maintain the processes needed to produce a level of project management of consistent standard of quality and at a competitive cost, and to satisfy applicable requirements.
- To foster good relationships with clients by effective communication and encouraging feedback.
- To continually improve the effectiveness of the Integrated Management System.
- To document and measure quality objectives and targets through internal audit and management review.
- To deliver project management services in accordance with the client brief.
- That all personnel consistently aim to improve the overall quality of the company's services.

SPM acknowledges that standards of excellence will only be achieved and maintained through clear and unequivocal direction by management, who will be committed to stimulating a participatory atmosphere and sense of pride in quality by all employees, subcontractors and suppliers. SPM believes that in actively embracing this policy, the corporate goals will be achieved, as well as the individual goals of all our team members.

The Director of SPM has overall responsibility for the control and review of the system and this policy. This document will be showcased to promote all initiatives to attain and improve quality to:

- Provide all personnel with adequate information and training to be aware of their obligations and enable all tasks to be undertaken with a consistent standard of quality.
- Ensure excellent relations and communication between all parties in the delivery of our services.
- Encourage the SPM team to actively participate and be involved in continuous improvement.



Dean Gavrilovic
Director, Signature Project Management

31.10.2023

Date