



fortunatogroup

QUALITY POLICY

The Fortunato Group is committed to exceeding customer expectations, whilst maintaining and enhancing the company's position as a premier service provider within the civil construction industry. This goal is achieved through implementation of our Integrated Management System (IMS), which aims to provide our clients and interested parties with the assurance that the services provided by Fortunato Group meet their current and future needs.

To consistently deliver a quality service that guarantees customer satisfaction, we will:

- » Complete projects on time, on budget, and in accordance with clients requirements;
- » Understand the needs and expectations of clients and interested parties;
- » Establish and pursue quality objectives and targets designed to improve customer service and satisfaction;
- » Comply with all relevant legislation and regulations, and other requirements that are placed on us, or to which we subscribe;
- » Maintain a competent and committed workforce that are fully understanding of our Integrated Management System policies, objectives and procedures;
- » Consult with employees regarding the requirements of interested parties, processes and resources required for successful project outcomes;
- » Monitor, measure and analyse all aspects of the Company's operations via Management Review to ensure conformity with established processes and to identify improvement initiatives;
- » Engage with interested parties to establish mutually beneficial relationships;
- » Maintain a certified Quality Management System in accordance with the requirements of AS/NZS ISO 9001:2015.

John Fortunato
Managing Director

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