QUALITY POLICY

In keeping with its obligations to provide high-quality products and services, FORSA is committed to achieving client satisfaction throughout the course of its business activities, specialising in civil infrastructure works, from concept to completion.

The organisation's priority, in conjunction with work health and safety and environmental awareness and control, is to successfully provide clients with a high-quality product and to do so in a cost-effective and timely manner.

In order to fulfil this commitment, FORSA has developed a Quality Management System which is comprehensive but also practical – the ethos of which is to strive for continued quality improvement and client satisfaction.

To achieve this aim, FORSA is committed to:

- Setting measurable objectives and targets to review and improve our performance.
- Remain focused on client satisfaction by constantly reviewing our performance and, by extension, on the provision of a cost-effective and high-quality product;
- Taking action where non-conformances are detected to ensure recurrences are avoided;
- Engage only suitably qualified, skilled and competent personnel to carry out work activities;
- Providing personnel with relevant training in order to facilitate the delivery of quality products and services ensuring continued improvement and use of modern working methods;
- Comply with all relevant legislation, state and federal acts and regulations, and all applicable codes of practice which serve to enhance the quality of workmanship.
- Working collaboratively with our clients and 3rd party providers to deliver on client specifications.
- Engage only subcontractors and suppliers whose work practices and processes and whose commitment to quality is transparent and measurable.
- Carry out auditing of the Quality Management System to ensure its practical operation is consistent with AS/NZS ISO 9001 certification requirements.

While management and Supervisors are accountable for ensuring this policy is understood and enforced, the responsibility for implementing it rests with all personnel.

Signature:
Sean Breen
CEO
12/02/2026

Signature:
Mairead Breen
Executive General Manager
12/02/2026