

QUALITY POLICY

Our *mission* is to **build excellence** in a sustainable and innovative way.

Our *attitude* is to **get it right the first time**.

Ghella guarantees a suitable, adequate and effective quality management system, continuously improving **performance** and developing **sustainability** while applying our risk management approach across the delivery of our construction services.

This policy is a formal management declaration implemented by a quality management system compliant with the requirements of **ISO 9001**.

Our **compliance** with all requirements is ensured through:

- Adhering to statutory obligations, standards, specifications and codes of practice;
- Exceeding the expectations of the client and all stakeholders, delivering state-of-the-art work;
- Ensuring transparency and communication of lessons learnt, aiming for continuous improvement;
- Implementing an effective and efficient quality management system to achieve our Quality goals, regularly measuring our performance;
- Maintaining continuous control of the entire production process through detailed planning, followed by compliance and quality control tools;
- Undertaking research and development of innovative technologies to optimise quality;
- Providing suitable and skilled resources to develop, maintain and spread our Quality culture.
- Establishing the infrastructure and the provision of financial resources to allow the quality management system to achieve its intended outcomes.

This policy is communicated to our employees as part of the mandatory induction process and it is available to all stakeholders via the company's website and the intranet.

It is reviewed annually during management system reviews to ensure it is consistent with the company's mission and vision.

*Giandomenico Ghella
Chairman, March 2019*

