

# 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 continual 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.**



*Enrico Ghella*  
Chairman, January 2020