QUALITY POLICY

Structure BM specialises in providing integrated and asset management services to the property market.

As such, the company has declared its intent to understand its markets and identify customer needs and requirements. This ensures that we are delivering services that provide customer satisfaction and quality outcomes.

To ensure **Structure BM** quality objectives have a purpose, we have established an effective and efficient Quality Management System. This system has been planned and developed in conjunction with all functions of the organisation and in a culture which encourages employee involvement and participation.

Our quality system is structured in accordance with the appropriate guidelines as described in the Quality Standard ISO9001. **Structure BM** conforms to other prescribed relevant standards and regulatory requirements (such as those relevant to various State and Federal government requirements).

Structure BM adopts the principles of continuous improvement and as such shall maintain and review its Quality Management Systems, processes and responsibilities, to achieve its objectives annually or when changes dictate.

Our commitment to quality is endorsed by principal stakeholders and top management and extends to all functions and levels of the organisation. All **Structure BM** representatives embrace the requirement to accept their share of responsibility for the quality of **Structure BM** services.

Our quality philosophy is stated in this policy to clearly indicate the attitude and intent of **Structure BM** since the result will provide the basis for **Structure BM** to achieve competitive advantage, continual growth, and financial security and will enhance our reputation and employee and client satisfaction.

Signed by



Simon Paxton
General Manager Facilities