

## Quality Policy (P-09)

# SARAH

Sarah is a commercial building company with a family history of over 60 years in construction. Sarah offers a wide range of integrated construction, project management, design and construct, lump sum contracts and refurbishment services to our clients.

Our vision is to continuously improve the quality of our services and projects to meet or exceed our clients' needs as well as statutory, regulatory and other relevant requirements.

The implementation of the company quality management system will comply with ISO 9001 and will formalise company quality procedures.

Our principles rely on the following:

- ✓ We aim for total quality in our company activities to achieve client satisfaction and loyalty.
- ✓ The services we provide and the projects we complete form the standard by which we are judged.
- ✓ We maintain a set of key quality objectives which are set annually, monitored and reviewed, to ensure continuous improvement of company systems.
- ✓ To enhance our performance and continue our ongoing success we maintain training and education programs for our staff.
- ✓ By reviewing, updating and refining our company policies and procedures, we ensure continuous improvement and continued compliance with ISO 9001.
- ✓ The company maintains mutually beneficial relationships with our subcontractors, suppliers and other interested parties including the community at large by being fair, reasonable and honest in our dealings.
- ✓ A permanent management, administrative and supervisory team of dedicated professionals combine to achieve our goals.
- ✓ The quality policy is communicated to all company personnel and relevant stakeholders.
- ✓ The quality policy will be reviewed for continuing suitability.



**Adrian Esplin**  
Chief Executive Officer



**James Sarah**  
Managing Director



**Tim Sarah**  
Managing Director

