

Policy

Quality Statement

We have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers, regulatory and legislative requirements, as well as our commitment to continually improve our management system and overall operations.

1. **Customer focus:** As an organisation, we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.
2. **Service and experience:** We are committed to provide the highest quality of service and experience to our clients as possible. As an organisation, we operate to fulfil client expectations to the highest level, and ensure they feel listened to and treated respectfully.
3. **Leadership:** Our Directors have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
4. **Engagement of people:** As an organisation, we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.
5. **Process approach:** As an organisation, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.
6. **Improvement:** We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.
7. **Defects and rectification:** Tallai works toward zero defects in our works, however, in the event of an unforeseen quality issue, our company works with our clients to ensure the best outcome for all parties.
8. **Compliance:** As an organisation that operates under government regulations and legislation, we commit to achieving compliance across our workspaces in the areas of business, construction, health and safety, the environment, and any other applicable areas.
9. **Evidence-based decision making:** As an organisation, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.
10. **Relationship management:** We recognise that an organisation and the relationship it has with its external providers are inter-dependent and a mutually beneficial relationship enhances the ability of both to create value.
11. **Environmental commitment:** We work to minimise our potential impact on the environment. We will operate in compliance with all relevant environmental legislation and so will strive to use pollution prevention and environmental best practices in all we do.
12. **WH&S management:** We are committed to ensuring a safe and healthy work environment for all employees and contracted workers. We aim to remove or reduce associated work health and safety risks.
13. **Document control:** Under ISO 9001, we use a document control process that supports high quality works and achievements for our teams. All internal and project documentation is regulated to ensure quality assurance across all of our operations.

Our policy is also to meet the requirements of other interested parties and in meeting our social, environmental, charitable, regulatory and legislative responsibilities.

We have further produced documented annual objectives which relate to this policy. The annual objectives can be found in the Business Plan folder on OneDrive.

This policy is communicated to all interested parties as well as being made available to the wider community on request.