

AQUALAND : COMPANY POLICY - QUALITY

Aqualand Projects Pty Ltd (Aqualand) is a property development company producing high-quality residences to the Australian market. Its latest developments include The Heysen in Turrumurra, The Revy at Darling Island, and Blue at Lavender Bay. Aqualand is also an investment company with over 17 assets in its portfolio.

Aqualand is committed to intelligent design, an uncompromising approach to quality, and continually seeking a better way to deliver to their customers. It is a vertically integrated business with internal resources for design management, finance, procurement, sales and marketing, development management, cost planning and project management.

Aqualand manages external consultants, suppliers and Principal Contractors to produce designs with quality inclusions for above standard constructions which are consistent with Aqualand's products and services requirements.

Aqualand's founders have set quality objectives which are compatible with the context and strategic direction of the organisation and these will be achieved by ensuring that all their operations and activities are carried out consistently and are regularly monitored and recorded. To ensure this, the company has developed a Quality Management System that complies with the ISO 9001:2015 Standard for Quality Management Systems.

Aqualand's top management are committed to:

- Being ultimately responsible for implementing, reviewing, maintaining and continually improving the effectiveness of the ISO 9001 Quality Management System by monitoring and measuring the inputs and outputs through internal audits, management reviews, inspections and the setting of objectives and targets.
- Using disciplines of ISO 9001 to develop and maintain the processes needed to provide a level of product and service which is of a consistent standard of quality, at a competitive price and within an agreed time period.
- Fostering good customer relationships, enhancing customer satisfaction by effective communication, encouraging feedback through our dedicated client relationship manager.
- Satisfying all applicable requirements with statutory obligations, specifications and codes of practice relevant to quality management.
- Ensuring that every employee understands their responsibility to constantly aim to improve the overall quality of Aqualand's products and services within their own activity area in line with the requirements of the ISO 9001 Quality Management System.
- Providing a framework to ensure we recruit and retain the best people aligned to Aqualand's vision
- Promoting the use of the process approach and risk-based thinking.
- Developing, maintaining and operating Management Systems, comprising of not only Quality but also Work Health, Safety and Environment and integrating these into the Company's business processes.
- Having resources and an Organisational Structure that satisfies client expectations.
- Providing a framework to support the aim of increasing productivity, efficiency and the quality of all products and services.
- Confirming the Company's on-going commitment to quality by ensuring that the policy is embraced, understood and implemented by all employees, consultants, contractors and suppliers and any other interested parties.
- Ensuring that customer needs and expectations are met and that outcomes of planning and control activities have been successful by regularly undertaking project specific meetings.
- Ensuring that the Quality Policy is communicated to all employees through the induction process and accessible to employees and will be made available :- via emails to all interested parties and on the Aqualand website.
- Ensuring that the Quality Policy will be reviewed for suitability and effectiveness and maintained annually or more frequently if necessary, for continual improvement.


Signed by Management Representative
Thea Pflay, Head of Operations
5 September 2017