

QUALITY POLICY

Hodgkison Pty Ltd (Hodgkison) delivers architectural, project consulting and interior design services. We are focused on enhancing the lives and well-being of people through the delivery of positive built environments.

We strive for excellence in everything we do, and this Policy Statement represents our commitment to identify, understand and comply with all contractual and other applicable requirements, thereby ensuring absolute client satisfaction with the quality of the services and solutions we provide.

We use ISO 9001 as a benchmark to achieve this goal, support our strategic direction, and as a tool to increase our efficiency and effectiveness and further differentiate ourselves from our competitors: we understand that exceptional client service is the key to our success.

Specific objectives under this Quality Policy Statement are to:

- Train, educate and mentor our staff, clients and other personnel under our management about the obligations, responsibilities and standards required to achieve a client-focused culture consistent with professional standards and ethics;
- Remain leaders in our industry in terms of best practice and design innovation;
- Undertake a structured approach where regular assessment of risks and opportunities affecting service/solution conformity and monitoring of processes results in the continual improvement of our services;
- Foster a culture whereby all staff and other personnel under our influence are actively engaged in, and are committed to, complying with and enhancing our systems and procedures. This will improve our effectiveness, the effectiveness of our integrated management system and overall client satisfaction;
- Establish, monitor and review other measurable quality objectives and targets to continually improve our reputation and our ability to deliver our services in full accordance with client requirements and expectations;
- Openly communicate this Policy to all interested stakeholders on request (including the general public);
- Achieve and maintain certification to ISO 9001.

This Policy Statement is to be communicated throughout our offices. Hard copies may also be displayed to maintain visibility and awareness.

It is to be formally revalidated and reissued before October 2025.

Peter Goern
Director
October 2022

Dario Salvatore
Director
October 2022