

QUALITY POLICY

Patriot has an ongoing commitment to quality and providing a personalised service that is tailored to each of client by setting out to exceed their needs and expectations. We recognise thorough implementation of quality assurance processes maintains and enhances our position as both a recognised and respected name in the industry.

Our company Integrated Management operating system, comprising of quality, environmental and health & safety policies, objectives, and procedures, are designed to continually improve our quality service, and demonstrate business excellence complying with the requirements of ISO 9001.

Our quality objectives are to:

- Focus on opportunities to promote and improve quality and continual improvement;
- Be consistent and efficient delivering our services that complying with specifications and relevant standards;
- Resolve client, employee and suppliers queries promptly and in a friendly manner; and
- Give our clients utmost confidence in our services and the ability to meet their needs.

The key principles underpinning the Quality Policy are:

- Complete projects on time, on budget and in accordance with client's requirements;
- Establish and pursue quality objectives and targets designed to improve customer service and satisfaction;
- Continuously engage all stakeholders in meaningful consultation and communication;
- Comply with all relevant legislation, regulations and statutory law, and any other requirements that are placed on us or to which we subscribe;
- Maintain a competent and committed workforce that fully understand our company operating system policies, objectives, and procedures;
- Individual acceptance of personal accountability and responsibility for the quality consistency of services;
- Recognition of individuals who demonstrate excellence or innovation in service delivery;
- Communicate with employees, subcontractors and suppliers regarding customer requirements and processes and resources required for successful project outcomes;
- Ensure high levels of management and staff involvement in all operational aspects;
- Monitor, measure and analyse performance to determine conformity with set processes, and undertake regular management review to establish improvement initiatives;
- Engage with stakeholders to establish mutually beneficial relationships;
- Ensure a safe workplace and safe work systems; and
- Maintain a Quality Management System in accordance with the requirements of ISO 9001.

Our Quality Policy is applicable to our directors, management team, all employees, and contractors and to any person or organisation that represents Patriot or acts on our behalf.

This policy, together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of Patriot.



Liam Lynch (CEO)