

At Devlyn Construction, we are committed to delivering exceptional quality in every aspect of our construction projects. We strive to exceed customer expectations and continuously improve our processes, ensuring compliance with contractual, regulatory as well as applicable Standards.

## Our Quality Policy is centred around the following principals:

**Customer Satisfaction:** We are dedicated to understanding and meeting our customers' needs and expectations. By actively engaging with our clients, we ensure that their requirements are clearly understood and incorporated into our project planning and execution;

**Continuous Improvement:** We foster a culture of continuous improvement by maintaining and actively monitoring an effective Quality Management System compliant to ISO 9001.

**Innovation:** We strive to innovate using software management systems best suited to our business needs and encourage our employees to participate in ongoing training and professional development to stay up-to-date with industry best practices.

**Compliance with Standards:** Our Quality Management System provides a framework for implementing and maintaining consistent processes, ensuring that all activities are performed in accordance with established quality standards;

**Supplier and Partner Relationships:** We believe in building strong relationships with our suppliers and partners by selecting suppliers based on their ability to meet our quality requirements and ensuring the timely delivery of high-quality materials and services. By fostering collaboration and communication, we work together to achieve mutually beneficial outcomes.

**Measurement and Performance Evaluation:** We establish measurable quality objectives and regularly monitor our performance against these targets. Through data analysis and performance metrics, we identify areas for improvement and implement corrective actions. This data-driven approach allows us to make informed decisions and continually enhance our quality management system.

The Senior Management Team within Devlyn Construction is responsible for ensuring the implementation and monitoring of the Quality Management System and continuously reviewing its performance against objectives.

Tim Lynch  
Director  
1 July 2021

Mitchell de Vries  
Director  
1 July 2021

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