

## QUALITY POLICY

Johnston PM & C is committed to providing the highest level achievable in the quality of our all services in accordance with the clients' requirements and the applicable statutory, regulatory and industry requirements.

Johnston PM & C aims to achieve improved productivity, efficiency and quality by having an effective and properly managed Integrated Business Management System conforming with the requirements of ISO 9001:2015 exceeding the clients' expectations.


Johnston PM & C objectives are measurable and consistent with the quality policy, including commitment to continual improvement, organisational excellence and quality awareness through:

- innovative process improvements,
- providing our services to the best possible standard, exceeding industry benchmarks,
- monitoring and reviewing the quality performance of our company,
- training our people and providing regular information, instruction and supervision,
- offering competitive rates,
- value for money to our clients.

Johnston PM & C will provide strong leadership and lead by example to ensure all our people:

- understand and take ownership of our quality and service standards,
- provide value-adding service and gain high levels of client satisfaction,
- provide ongoing improvement by setting high standard quality requirements, and
- are encouraged to voice new ideas and innovations and continuously review and improve our work processes.

This policy is applicable to Johnston PM & C in all its operations and functions including those situations where our people are required to work off site.



.....  
Signed: Gary Johnston – Director

1 November 2020

.....  
Date