

## Charleston Banks Quality Policy

Charleston Banks is a construction company specialising in high-quality renovations and extensions of existing residential or commercial retail properties. Our company philosophy centres around fulfilling each customer's individual needs and creating long-lasting finishes. Quality is at the centre of everything we do and we achieve this through applying the following business practices:

- Assessing and evaluating each project through the lens of workplace health and safety, environment and Australian/International standards
- Planning and development of work systems and processes for each individual project
- Regular review of objectives and KPIs for each project
- Continual communication with the client to ensure needs are being met
- Brainstorming of solutions to any problems or interruptions which may arise
- Tight scheduling and budgeting
- Good, communicative management of staff performance
- Regular review of operations and processes
- Attention to detail/product quality.

Charleston Banks is committed to fulfilling the objectives of this policy and expects the same of all employees, contractors and customers.