



QUALITY POLICY

Force Concrete's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy and exceed the needs and expectations of its clients.

This level of quality is achieved through the adoption by all staff of our in house system of Key Performance Indicators. Quality expectations are clearly explained to each employee by the General Manager.

The objectives of our Quality Assurance System are:

- To meet and exceed customer expectations by ensuring their requirements are met first time, in a no hassles manner and thereby encouraging repeat works.
- To continually improve the quality of our decisions and our service.

These objectives are best achieved by:

- Review information thoroughly to ensure details and materials are clear, practical and will achieve the overall desired outcome.
- Forward planning and proactive troubleshooting of issues.
- Completing thorough, documented quality checks from day one of the project and attending to defects as they happen.
- Regular training, communication and supervision of our workforce.
- A business philosophy of "Do it once, do it right".

Signed: _____ Dated: July 2008

Shane Brealey, Managing Director