Policy:	POL-001
Title:	Quality Management System Policy
Description:	This document outlines the company's Quality Management System Policy.

Our Commitment

As building specialists, Watermark Constructions is dedicated to producing quality outcomes across all our Insurance Repair and Commercial projects.

Our desire to be innovative and industry leaders in Quality, Environment, and Safety standards, permeates our commitment to expertise in service delivery, exceptional customer service, the embrace of diversity, equity, and inclusion principles across our workforce and our community, and in the strategic goals set out for the future of the organisation.

Watermark Constructions acknowledges and is committed to taking proactive actions in relation to ensuring that our Quality Management System continually strives to deliver a quality service to all our customers and clients. We recognise that everything we do in the day-to-day operation of our business could impact our desire to achieve the highest possible performance of this system.

Organisational context and climate relevance

Watermark Constructions will determine whether climate change is a relevant issue affecting the intended outcomes of its Quality Management System. Where relevant, climate-related risks and opportunities will be considered in organisational context, business planning, service delivery and process controls.

Customer and interested-party requirements

We will identify and review relevant climate-related requirements of customers, insurers, regulators, suppliers and other interested parties, and determine how applicable requirements will be addressed through our QMS. Agreed requirements will be communicated to relevant employees and external providers.

Service continuity and conformity

We will assess and manage relevant risks to service continuity and conformity arising from severe weather, heat, changing demand, utility disruption and supply-chain interruption. Controls may include resource and surge-capacity planning, contingency arrangements, supplier review, secure information systems and timely customer communication.

Materials and technical decisions

Repair methods, material selections and substitutions will remain fit for purpose and meet applicable legal, technical and agreed customer requirements. Environmental benefits will be considered where relevant without compromising safety, durability or quality.

Objectives, monitoring and review

Relevant climate-related actions will be assigned responsibilities and monitored through appropriate objectives, operational measures and management review. Management will review the effectiveness of controls and provide resources needed to maintain and improve the QMS.

Quality Management System Policy

- The Quality Management System (QMS) model is based on the requirements of the ISO 9001 standard.
- The main aims of the QMS are to ensure customer satisfaction and to drive ongoing business management & quality system improvements, including increases in productivity and efficiency, whilst reducing wasteful activity through our continuous improvement processes and activities.
- The Management Team will ensure that the system complies with the requirements of ISO 9001 and will continually improve the effectiveness of the QMS.
- The QMS will provide a framework for establishing and reviewing measurable Quality Objectives, which will be embedded at relevant functions and levels within the Organisation.
- The QMS Policy will ensure the system is effectively implemented by communicating the requirements and responsibilities clearly to all employees and ensuring relevant skills training is completed with appropriate quality awareness training.
- The Management Team will ensure that the policy and procedures continue to be appropriate by initiating regular reviews to check ongoing effectiveness and relevance.
- The Management Team will ensure that the system will monitor and measure all activities for conformity to required laws, regulations & standards.
- There will be regular reviews of the needs and expectations of our customers & clients, and the system will initiate continuous improvement activities to meet these expectations whilst also improving general system performance.
- The Management Team will ensure that the system records the sequence and interactions of all processes, and determine the criteria and methods needed to ensure the operation and control of these processes remain effective via the process of ongoing review.

Policy availability

This policy will be maintained as documented information, communicated, understood and applied within the organisation, and made available to relevant interested parties as appropriate.

Endorsed by: Executive Manager, Brittany Collins

Signature: Brittany Collins

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Reason: Authorise
Location: Brisbane
Date: 28.10.2026

Document Revision History

Version	Date	Changes Made	Changed By	Approved By
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1.00	13/04/22	Document updates completed.	PB	HW
1.01	04/11/2022	Revised for communication	PB	HW
1.02	12/07/23	Rebranding	PB	BC
1.03	04/07/2024	Mgmt. Review	PB	BC
1.04	30/10/25	Mgmt. Review	PB	BC
1.05	26/10/26	Climate change considerations	PB	BC