

Joss Group is a privately owned Company based in Albury, New South Wales offering a wide range of integrated construction, and facility management services to property developers, investors, manufacturers, industrial and government organisations.

Our vision is to continuously improve the quality of our services and projects to meet or exceed our client's needs as well as statutory and regulatory requirements.

The Company Quality Management System and its implementation will comply with ISO 9001.

## Guiding Principles

- ✓ **Company Goal** We aim for total quality in our Company activities to achieve client satisfaction and loyalty.
- ✓ **Products** The services we provide and the projects we complete form the standard by which we are judged.
- ✓ **Continuous Improvement** To continue our ongoing success, we maintain training and education programs for our staff and enhance our performance by reviewing, updating and refining our Company policies and procedures.
- ✓ **Ethical Conduct** The Company maintains mutually beneficial relationships with our subcontractors, suppliers and other business associates including the community at large by being fair, reasonable and honest in our dealings.
- ✓ **Company Team** A permanent management, administrative and supervisory team of over three hundred dedicated professionals combine to achieve our goals.

Quality objectives are established, documented, monitored and reviewed as described in the Joss Quality Manual.

**Paul Joss – Managing Director**  
**Colin Joss and Co Pty Ltd**

9<sup>th</sup> September 2021

