

Mend Building is a leading specialist in commercial new-build, heritage and remedial building activities and is focused on quality, reliability and expertise.

In delivering our building services to our clients we are committed to ensuring a quality build and excellent customer service. We manage and minimise the risks to the health and safety of all persons interacting with our operations, while minimising the impacts of the construction activity on the environment.

We have a relevant and transparent Quality, Safety and Environmental (QSE) Management System which enables us to manage our business in a systematic and compliant way.

Our Commitment

To achieve excellent quality, safety and environmental outcomes we:

- Continuously seek to improve our QSE performance through a process approach and the identification and implementation of strategic **QSE objectives and targets**;
- Demonstrate leadership and commitment through all managers and employees;
- Provide **information, training and supervision** to ensure risks to health and safety and the environment are minimised to as low as is reasonably practicable, and to ensure the delivery of quality workmanship and excellent customer service;
- Lead a work culture that recognises good work and worker engagement, by **consulting** with our workers on the relevant quality, safety and environmental aspects of our operations;
- Focus on our **clients' needs** and expectations in delivering outstanding service, while building trusting relationships with our **suppliers and interested parties**;
- Provide and maintain healthy and safe working conditions, practices, procedures and systems for all employees and third parties associated with our product and services;
- Ensure all practicable steps are taken to eliminate QSE failures by **identifying risks**, implementing control measures, and conducting ongoing **monitoring and review** of work practices and procedures to identify opportunities for **continuous improvement**;
- As a minimum, **comply** with any applicable health, safety and environmental legislation, and other relevant **statutory requirements**;
- **Review and analyse relevant data** and information to make informed decisions relating to QSE requirements;
- Ensure **incidents and non-conformances are reported** and documented and root causes are identified to ensure corrective actions can be implemented to ensure continuous improvement to QSE outcomes; and
- Allocate human and financial resources to meet the commitments of this Policy.

By signing this statement, we confirm our commitment to this Quality, Safety and Environmental Policy.



02/07/2024

.....
Christoph Reithmeier
Managing Director

.....
Date Signed