

QUALITY POLICY

Purpose

Northrop, through the implementation of its risk-based quality management practices, aims to provide assurance to clients that Northrop's services will meet the client's specified requirements.

It is fundamental to the operation of Northrop that clients are provided with services that consistently meet their expectations

Context

Northrop Consulting Engineers Pty Ltd (Northrop) is a multi-disciplinary consulting engineering practice, owned, governed and managed by our people. Our teams are committed to excellence in engineering and client service. The company operates from several offices to provide a comprehensive package of engineering services from concept to completion for both private and public sector clients.

Northrop provides advisory services including Civil, Structural, Building Services, Remedial, Facade, and Sustainability. The projects we undertake come in all sizes across a range of sectors including aged care, health, education, hospitality, land development, commercial, industrial and residential, and we have an exceptional track record of delivering high value, pragmatic and successful solutions.

Our Commitment

Our quality objective is to meet or exceed our customer requirements and expectations of interested parties in a proactive, professional, and cost-effective manner. Every employee is involved in, and committed to, achieving high quality standards for our customers through the application of the Quality Management System.

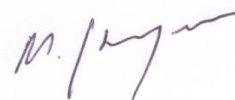
To achieve this objective, we will:

- Establish and maintain a Quality Management System in accordance with ISO 9001:2015.
- Set objectives and targets to measure our performance and identify opportunities for improvement.
- Establish our customers requirements (including applicable regulatory and statutory requirements) and ensure that we comply with them at all times.
- Provide adequate resources to continually review and improve our business processes.
- Encourage all our people
- to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility.
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.

The Northrop Board sees the above principles as important to Northrop's success. Northrop's risk-based approach to quality management aims to provide assurance to clients that Northrop's designs and project delivery will meet client expectations.



David Field
Chairman



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Managing Partner

Approver
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