

Quality Policy

Introduction

The Ambrose Construct Group was formed in 2022, bringing together almost 100 years of collective insurance repair and restoration experience.

Our combined depth of experience across insurance building and restoration portfolio specialisations, including national catastrophe response, sets us apart from many insurance service providers nationally.

Our culture is formed on customer and client centric values and is the key to our future growth and success.

Ambrose Construct Group also brings together Australia's most talented and experienced team, empowered by world class technologies to set a new standard in insurance repair and restoration services.

Together we will deliver best-in-class outcomes for our clients and their insured customers.

Our **REBUILD** Values are our foundation, we are passionate about continuous improvement and innovation.



Resourceful

We are passionate about continuous improvement and innovation.



Empathetic

We show empathy and care about our customers.



Boundless

We set high standards and pursue them with passion.



United

We work collaboratively with our clients and customers.



Integrity

We inspire trust by doing the right thing, every time.



Loyal

We recruit and retain the best team, trades, and partners.



Determined

We are outcome focused and deliver on our promises.

Scope

This policy applies to all persons working for and with Ambrose Construct Group or on its behalf in any capacity, including employees, directors, officers, external consultants, third-party representatives, and business partners.

For the purpose of this policy, Ambrose Construct Group relates to the group of companies operating under Insurance Building Australia Holdings Pty Ltd, the ultimate parent company and 100% owner of Ambrose Construct Group Pty Ltd, Inserve Australia Pty Ltd T/A Construct Services, Marshall Restorations Pty Ltd, FEN Australia Pty Ltd, Xtreme Clean Sanitisation & Restoration Pty Ltd, Collective Trade Services Pty Ltd and Scope IT Services Pty Ltd (collectively, **the Group**).

Policy Statement

Ambrose Construct Group is committed to the development, implementation, and maintenance of our Integrated Management System (IMS) and an environment which fosters continual improvement.

To achieve this commitment in the delivery of quality services, we will ensure:

- ❖ We address, adhere to, and keep up to date with the relevant contractual, legal, and statutory requirements;
- ❖ The assessment of customer satisfaction both during and after delivery;
- ❖ Systems and controls shall be designed to ensure complete understanding of customer requirements and consistent, accurate and effective provision of products;
- ❖ All employees understand the importance of their individual roles in the organisation and how their actions impact on the quality services provided;
- ❖ Executive Management is fully committed to the Quality Policy through provision of resources, active participation in quality improvement activities and leadership by example;
- ❖ Monitoring, review and improvement of our system through, internal audit, management review, task and activity observation;
- ❖ Set measurable, realistic objectives and targets and reporting on progress towards their achievement;
- ❖ Encouraging innovation and new ideas.



Brett Ambrose
Chief Executive Officer
21st November 2024