

5 IMS Quality Management Policy

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A Purpose

This policy defines PreBuilt's commitment to quality management and establishes the governance framework for the Quality Management System (QMS) within the Integrated Management System (IMS).

B Policy statement

PreBuilt designs, manufactures and installs prefabricated and modular buildings across Australia. We are committed to delivering products and services that consistently meet or exceed customer, contractual and regulatory requirements and to preventing defects through systematic planning, verification and continual improvement.

The management team, led by the Chief Executive Officer, is ultimately accountable for establishing, implementing and maintaining this Quality Management policy and the effectiveness of the Quality Management System.

PreBuilt is committed to:

- Delivering products and services that consistently meet customer requirements, contractual obligations and applicable statutory and regulatory requirements
- Understanding and responding to client needs through effective communication, consultation and feedback throughout the design, manufacturing and construction process
- Maintaining certification to ISO 9001:2015 Quality Management Systems through a JAS-ANZ accredited certification body
- Providing adequate financial, human and technical resources to implement and maintain effective quality systems and achieve quality objectives
- Ensuring the competence of all personnel through appropriate training, instruction, supervision and assessment
- Implementing robust controls for design, procurement, manufacturing, installation and verification to ensure reliable outcomes
- Applying a risk-based approach to identify and manage risks and opportunities that may affect product conformity, project performance, regulatory compliance or customer satisfaction
- Establishing, implementing and reviewing quality objectives and targets aligned with this policy and PreBuilt's strategic direction
- Promoting a culture of quality in which all workers understand their role in delivering quality outcomes and are empowered to identify and address quality issues
- Ensuring contractors, subcontractors and suppliers meet PreBuilt's quality requirements through prequalification, contractual obligations and performance monitoring
- Continually improving quality performance and the effectiveness of the Quality Management System through monitoring, measurement, audit, management review and corrective action.

C Scope & Application

This policy applies to:

- All employees of PreBuilt Residential (ABN 76 103 794 743) and PreBuilt Commercial (ABN 45 115 360 524)
- All contractors, subcontractors, labour hire and temporary workers engaged by PreBuilt
- All visitors and other persons at PreBuilt workplaces and worksites
- All PreBuilt activities, including design, manufacturing, construction, transport and installation works.

This policy is communicated to all workers and relevant contractors through induction, training and consultation processes and is available to workers and other interested parties upon request.

D Legislative and Certification Framework

PreBuilt maintains certification to ISO 9001:2015 Quality Management Systems through a JAS-ANZ accredited certification body. The Quality Management System is designed to comply with applicable legislation, regulatory requirements and contractual obligations relevant to the design, manufacture and installation of prefabricated and modular buildings. Key legislation and regulatory frameworks include:

- National Construction Code (NCC)
- Applicable State and Territory building legislation
- Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth))
- Other applicable contractual, statutory and regulatory obligations relevant to prefabricated construction activities.

PreBuilt maintains documented processes to identify and periodically evaluate compliance with applicable legal, regulatory and contractual quality requirements, with findings reviewed through internal audits and management review processes.

E Leadership, Accountability and Responsibilities

PreBuilt's senior leadership team is accountable for the effective implementation of this policy and the performance of the Quality Management System. Senior management ensures that quality management is compatible with the organisation's strategic direction and integrated into business planning and operational decision-making.

Senior management will:

- Demonstrate visible leadership and commitment to quality through active participation and allocation of appropriate resources
- Integrate quality considerations into business planning, risk management, procurement and operational decisions
- Ensure availability of competent personnel, documented procedures, training, supervision and equipment necessary to deliver quality outcomes
- Establish, monitor and review quality objectives, targets and performance indicators through the IMS and management review processes
- Hold contractors, subcontractors and suppliers accountable to PreBuilt's quality standards

- Review quality performance data, defect trends, audit findings and customer feedback to drive corrective action, systemic improvement and prevention of recurrence.

Managers and supervisors are responsible for:

- Implementing quality requirements within their areas of control
- Ensuring procedures, work instructions and specifications are understood and followed
- Planning and supervising work to ensure conformity with requirements
- Conducting inspections and managing quality hold points in accordance with project requirements
- Identifying, addressing and escalating quality issues and non-conformances
- Ensuring contractors and subcontractors comply with PreBuilt's quality controls.

All workers (including employees, contractors and subcontractors) are expected to:

- Follow all quality policies, procedures, work instructions and specifications within the IMS
- Perform work to the required standard and in accordance with approved methods
- Participate in quality planning, inspections, audits and reviews as required
- Promptly report quality issues, defects, non-conformances or concerns
- Use and maintain tools, equipment and materials correctly to ensure quality outcomes
- Provide feedback on opportunities for improvement.

F Quality Objectives, Targets and Performance

PreBuilt establishes and monitors quality objectives and targets aligned with ISO 9001:2015 and business objectives. Performance indicators, including customer satisfaction, defect rates, rework costs, audit outcomes and on-time delivery, are documented in the [IMS Objectives and Targets Register](#) and reviewed at least annually by Senior Management.

G Customer Focus and Communication

PreBuilt is committed to understanding customer requirements and enhancing customer satisfaction.

Customer engagement includes:

- Contract review and clarification prior to acceptance
- Design consultation and approval processes
- Progress reporting and communication
- Quality inspections and hold points
- Handover, commissioning and defect rectification
- Post-completion feedback and customer satisfaction reviews.

H Risk-Based Quality Management and Process Control

PreBuilt applies a risk-based approach to quality management to identify and address risks and opportunities affecting conformity and customer satisfaction in accordance with ISO 9001:2015 principles of risk-based planning and decision-making. Quality controls include:

- Design review and approval.

- Supplier and subcontractor prequalification and evaluation.
- Incoming material verification.
- Manufacturing inspections and process controls.
- Installation inspections and hold points.
- Testing, commissioning and verification.
- Structured non-conformance management, root cause analysis and corrective action processes to prevent recurrence and drive improvement.

I Integrated Management System

The Quality Management System is supported by documented project-specific quality plans, work management plans, procedures and inspection and test plans.

J Monitoring, Review and Continuous Improvement

Continual improvement of the Quality Management System and quality performance is driven through:

- Analysis of quality data and trends.
- Corrective actions and continual improvement initiatives.
- Lessons learned from projects and non-conformances.
- Customer and stakeholder feedback.
- Internal and external audit outcomes.
- Adoption of improved practices, technologies and innovations.

K Policy Review and Approval

This policy is reviewed at least every two years or sooner if significant changes occur to PreBuilt operations, legislative obligations or strategic direction.

L Document revision history

Version	Date	Description of Change	Approved By
1.0	July 2020	Initial Quality Management Policy issued	Managing Director
2	July 2021	Minor updates to responsibilities and review dates	Managing Director
3	Dec 2022	Minor updates to responsibilities and review dates	Chief Executive Officer
4	Oct 2024	Minor updates to responsibilities and review dates	Chief Executive Officer
1.3	Feb 2026	Policy rewritten for further enhanced alignment	Chief Executive Officer

Approved by:

Signed: 
Name: Malcolm Batten
Position: Chief Executive Officer
Date: 6 Feb 2026

Next Review Date: February 2028