

We're committed to delivering excellence in every project. We aim to achieve top-tier outcomes that meet the highest standards of quality, cost-effectiveness, and client satisfaction across the commercial, education, retail, hospitality, research and healthcare sectors.

Operating under a unified head contract model, our experienced team consistently delivers remarkable, defect-free outcomes on time and within budget. We are driven by a culture of continuous improvement, efficient project delivery and a strong client focus – values embedded in our Integrated Management System (IMS).

This Quality Policy provides a framework for setting, reviewing and achieving measurable quality objectives across all levels of the business. These objectives are designed to align with our vision: delivering remarkable outcomes and a stress-free project journey for our clients.

We're committed to:

- Conducting annual reviews of this policy to ensure its relevance and effectiveness
- Setting, measuring and monitoring clear quality objectives that drive continual improvement
- Enhancing our Quality Management System (QMS) in line with ISO 9001:2015 standards and regulatory requirements
- Sharing this policy and key elements of our QMS with employees, contractors, partners and suppliers
- Delegating responsibility and providing adequate supervision and training to meet policy requirements and ensure consistent performance
- Establishing mechanisms to monitor, evaluate and refine project delivery and product development, and
- Encouraging and incorporating stakeholder feedback to drive continual improvement and ensure client satisfaction, underpinned by robust quality procedures that meet or exceed the requirements of ISO 9001:2015.

All stakeholders – including staff, subcontractors and suppliers – are expected to fully engage with and uphold this policy. Collaboration and input are essential to achieving consistent quality outcomes.

The FARA Management Team assumes overall responsibility for quality performance. This is assessed through quality audit scores, client satisfaction metrics and project defect data. Management is also tasked with maintaining and strengthening the QMS to ensure it continues to evolve, improve, and meet the demands of every project.

We are committed to continuous improvement and to maintaining a proactive, quality-driven culture across everything we do.



Chris Jones
Director



Warrin Orman
Director