

Quality Policy Statement

Approved by: Founder and Chief Executive Officer | Version 1.0

FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD is committed to delivering construction, engineering, property development, and real estate services that meet client requirements, applicable standards, project specifications, and agreed timelines.

We understand that quality in construction is not only about appearance. It includes proper planning, sound materials, skilled workmanship, accurate documentation, responsible supervision, clear communication, and timely correction of defects.

Our quality commitments are to:

- Understand client requirements before work begins.
- Plan and execute projects with attention to agreed scope, specifications, cost, time, and quality expectations.
- Use suitable materials, competent labour, and appropriate supervision.
- Maintain clear communication with clients, consultants, suppliers, subcontractors, and project stakeholders.
- Monitor work progress and correct defects or non-conforming work promptly.
- Keep proper records, approvals, instructions, and project documentation where required.
- Treat complaints and feedback as opportunities to improve.
- Promote accountability, transparency, and continuous improvement in project delivery.

FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD does not claim perfection. Our commitment is to work professionally, correct issues responsibly, and deliver long-term value to clients.

This document forms part of the FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD Website Policy Statements Pack. Project-specific requirements may differ depending on client instructions, contract conditions, site conditions, laws, permits, consultants' requirements, and regulatory expectations. This policy may be updated from time to time.