

# QUALITY POLICY



**FINE STEEL** is an established reinforcement supplier that has been operating for over 12 years, commencing operations in Sydney in 2014. Over this time, we have built a strong reputation for delivering high-quality reinforcement products and reliable services. From the outset, our focus has been to consistently meet and exceed industry standards in quality, reliability, and performance across all aspects of our operations.

At **FINE STEEL**, we are committed to delivering superior quality reinforcement products that meet or exceed customer expectations and industry standards. We strive for continuous improvement in all aspects of our operations to achieve excellence in quality.

## **FINE STEEL** will:

- Understand and fulfil customer requirements consistently, ensuring high levels of satisfaction.
- Adhere to all relevant industry standards, regulations, and legal requirements.
- Implement and maintain a culture of continuous improvement through regular training, process evaluation, and feedback mechanisms.
- Maintain and continually improve our Quality Management System (QMS) in accordance with ISO 9001 standards.
- Engage and empower employees at all levels to contribute to quality objectives through training, communication, and recognition programs.
- Collaborate with suppliers to ensure the quality of materials and services meets our standards.

## It is of **FINE STEEL** responsibilities to:

- Ensure adequate resources are available to implement and maintain the Quality Policy. Regularly review and communicate quality objectives.
- Adhere to quality procedures, participate in training, and contribute to continuous improvement initiatives.
- Monitor, measure, and report on quality performance. Conduct regular audits and inspections to ensure compliance with quality standards.
- Provide regular training and development programs to enhance employee skills and awareness of quality standards and practices.
- Maintain comprehensive documentation of all processes, procedures, and quality records.

- Implement robust monitoring and measurement systems to track quality performance and identify areas for improvement.
- Collect and analyse customer feedback to identify opportunities for enhancing product quality and customer satisfaction.

To comply with our policy, our staff will receive adequate induction and training to enable them to follow our systems and procedures. Also, provides resources needed for the quality management system.

Top management of **FINESTEEL** takes accountability for the effectiveness of the quality management system and outlines quality objectives from this policy.

This Quality Policy will be reviewed periodically by the senior management team to ensure its continued relevance and effectiveness in meeting the needs of our customers and business objectives.

Approved by: Richard Cai



*Managing Director*

Date: 30/06/2026

# DEFECT FREE RFO SUPPLY COMMITMENT



As our client's most trusted steel supply partner, **FINE STEEL** recognise that every construction project is unique and demands precision, expertise, and absolute care to achieve the highest quality outcomes. We fully understand that Defect Free Completion at Practical Completion is not only an industry benchmark but also essential to the smooth and successful handover of your project.

We are committed to ensuring that every piece of steel we supply — from scheduling through to fabrication and delivery — meets strict quality standards. By eliminating defects from the outset, we help protect your operations, avoid unnecessary delays, and strengthen the confidence you place in us as your long-term partner.

## Our Commitment in 7 Fundamental Actions

To achieve Defect Free Completion, **FINE STEEL** will:

1. Provide experienced leadership – Our senior schedulers and supervisors bring the expertise required to maintain the highest steel supply standards.
2. Resource effectively – We deploy skilled teams and the world leading equipment to ensure every stage of work is carried out to specification.
3. Control our supply chain – We carefully monitor our contractors and 3rd party suppliers to guarantee compliance with project quality requirements.
4. Identify and prevent risks – We proactively assess potential defect risks throughout the project and act early to mitigate them.
5. Inspect progressively – We conduct rigorous checks during scheduling and fabrication, prior to delivery.
6. Align with the program – We manage our resources and schedules to deliver on time, without compromising on quality.
7. Rectify promptly – Should any defects arise, we commit to rectifying them immediately and in coordination with site management.

## Shared Responsibility for Success

We acknowledge that the Subcontract requires Defect Free Completion, and we embrace this responsibility as a reflection of our partnership with you. By meeting this standard, we not only fulfill our contractual obligations but also reinforce our role as a trusted partner in delivering safe, efficient, and high-quality projects.

## Our Promise

Through a proactive, collaborative, and disciplined approach, we will ensure that our steel supply and prefabrication works support the successful, defect free completion of your project. Your success is our success — and we are committed to delivering both.

Richard Cai

Managing Director

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# COMMITMENT TO AUSTRALIA'S 2050 NET ZERO TARGET



At **FINE STEEL**, we recognise the importance of environmental responsibility and are committed to supporting Australia's target of achieving net zero carbon emissions by 2050. As a reinforcing steel supplier to the construction industry, we actively seek to reduce our environmental footprint while continuing to deliver high-quality products and services.

Our commitment to this goal is demonstrated through the following key initiatives:

## **Green Star–Compliant Steel Supply**

We source reinforcing steel from Green Star–compliant steel mills wherever practicable. This ensures our materials align with recognised sustainability standards and contribute to lower embodied carbon outcomes for construction projects.

## **Use of Clean and Renewable Energy**

We have invested in on-site solar panels to reduce reliance on grid electricity and lower operational emissions. In addition, our electricity supply is provided by Origin Energy, whose ambition to lead the energy transition through cleaner energy and customer solutions is clearly outlined in their sustainability strategy.

Through these measures, **FINE STEEL** aims to play an active role in supporting sustainable construction practices and Australia's broader climate change objectives. We will continue to review and improve our processes as technologies and opportunities evolve, ensuring we remain aligned with industry best practice and national sustainability targets.

Approved by: Richard Cai

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*Managing Director*