

Counterpoint Architects are an architectural and urban design practice based in Townsville, North Queensland specialising in urban design, site planning and community, residential and environmental architecture.

Our Business objectives are:

- Continuous Improvement in everything we do;
- Meet or exceed customer expectations in regards to project delivery times and budgets;
- Exceptional performance in our Industry; and
- Value and develop our people.

Our employees believe in these objectives and are committed to these as values. By acting according to these values it is our intent that we shall provide outstanding service to our customers, give our employees a safe and enjoyable workplace and grow our business.

Our Quality Management System fully meets the requirements of ISO 9001:2015.

Our management system addresses the following needs:

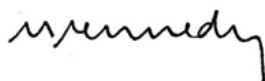
- Availability of information and resources necessary to support our operations;
- Understanding the needs of our industry and our customers;
- Design of services, to meet the customer's requirements;
- Selection and training of staff and subcontractors to maintain our high standards;
- Continuous quality inspection practices;
- Regulatory compliance and risk management;
- Monitoring our customers' level of satisfaction after completion of work; and,
- Ensuring that not only our immediate customers, but also end-users and other stakeholders benefit from the quality of our work.

The preparation and ongoing operation of a Quality System is as a result of our commitment to quality of product and service, satisfying client's requirements and continued improvement in its own operations including the interaction between us and our subcontractors and suppliers.

This Quality Policy is approved and issued by:



**Zammi Rohan**  
DIRECTOR



**Mark Kennedy**  
DIRECTOR

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