

## Quality Policy

Founded in 1852, Bates Smart is one of Australia's leading professional services consulting firms providing architecture and interior design services from feasibility through to final documentation for tender/construction, construction services, as well as urban design and strategy services. Our commitment to design excellence, public benefit, environmental responsiveness and client service affirms our reputation as one of Australia's most respected design firms.

### **Bates Smart aims to:**

- Provide high quality design outcomes that are elegant, creative, efficient and innovative
- Pursue designs that improve society and support sustainable development.
- Provide a high-quality client service which will lead to repeat business
- Produce clear, concise and well detailed documentation.

### **To achieve these aims, Bates Smart commits to:**

- Recruit talented people from a diverse range of backgrounds and support their continued growth
- Seek out clients and collaborators who share our values, and build long term trusted relationships
- Support internal knowledge sharing and collaboration
- Meet all relevant regulatory and other applicable requirements
- Maintain ongoing certification to ISO 9001
- Ensure the integrity of the Management System is maintained while continually reviewing and improving.

Our Management System defines the policies of Bates Smart in carrying out its business and meeting client requirements. It details procedures for what is to be done, by whom, and what records need to be kept. All Bates Smart staff are required to follow quality procedures as they apply to their work.

Bates Smart's Quality Policy is reviewed annually, and applicable to our directors and employees as well as sub-consultants, contractors and suppliers acting on our behalf.



**Matt Allen** | Director  
25 October 2023