

QUALITY POLICY

Briz Floors Pty Ltd | ACN: 164 717 917

DOCUMENT CODE	VERSION	EFFECTIVE DATE
BFPOL-QUA-00001	2.0	January 2026

PURPOSE

The purpose of this policy is to define Briz Floors Pty Ltd's commitment to quality in the supply, installation and delivery of commercial flooring solutions. This policy establishes the standards, responsibilities and principles that govern how we manage quality across every project we undertake.

POLICY STATEMENT

Briz Floors Pty Ltd is committed to delivering flooring solutions that meet or exceed client expectations, comply with all applicable Australian Standards, legislative requirements and QBCC licence obligations, and are installed with consistent workmanship of the highest standard.

We operate in accordance with the principles of ISO 9001:2015 Quality Management Systems and continually seek to improve our processes, systems and outcomes. Compliance with this policy is mandatory for all employees, subcontractors and suppliers working on behalf of Briz Floors.

SCOPE

This policy applies to all commercial flooring projects undertaken by Briz Floors Pty Ltd, including all project sites, estimating and procurement activities, installation works, and post-installation support. It applies to all employees, subcontractors, labour-hire personnel, and suppliers engaged by Briz Floors.

DEFINITIONS

Quality: The degree to which flooring works, materials and services conform to specified requirements, client expectations, and applicable Australian Standards.

Non-conformance: Any work, material or process that does not meet the specified requirements, installation standards, or client expectations.

Defect: A fault or failure in installed flooring arising from workmanship, materials, or substrate preparation that does not meet applicable standards or contract requirements.

POLICY

1. WORKMANSHIP STANDARDS

- 1.1** All flooring installation works must be carried out in accordance with the applicable Australian Standards, including AS/NZS 2455.1:1995 (textile floor coverings), AS 1884:2021 (resilient sheet and tile floor coverings), and relevant manufacturer's installation instructions.
- 1.2** Workers must hold, or work under the direct supervision of a person holding, a minimum of a Certificate III in Flooring Technology. The company QBCC Licence #1304150 must be maintained current at all times.

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- 1.3 Substrate preparation must meet the requirements of the flooring system being installed. No flooring shall be installed over a substrate that does not comply with the relevant standard or manufacturer specification.

2. CLIENT & CONTRACT REQUIREMENTS

- 2.1 Prior to commencing any project, the scope of works, specifications, and client quality expectations must be clearly understood and documented.
- 2.2 Any variation to the specified scope, materials or programme must be formally agreed with the client or principal contractor in writing before proceeding.
- 2.3 Briz Floors will engage early with builders and head contractors to understand site-specific quality requirements, inspection hold points, and handover standards.

3. MATERIALS & PROCUREMENT

- 3.1 Only materials from approved suppliers that meet the specified product standards and project requirements will be used.
- 3.2 Materials must be inspected upon delivery and any damaged, non-conforming or incorrect products must be quarantined and reported immediately.
- 3.3 Safety Data Sheets (SDS) and technical data sheets must be available on site for all adhesives, primers and chemical products used.

4. INSPECTION & QUALITY CONTROL

- 4.1 Pre-installation inspections of substrates must be completed and documented prior to commencing installation on each area or level.
- 4.2 In-progress and final inspections must be conducted by the leading hand or project manager to verify workmanship meets the required standard before handover.
- 4.3 All inspection hold points specified by the principal contractor or client must be observed. Work must not proceed past a hold point without documented sign-off.
- 4.4 As-executed Inspection and Test Plans (ITPs) must be completed and submitted as part of the project handover pack where required.

5. NON-CONFORMANCE & DEFECT MANAGEMENT

- 5.1 Any non-conformance identified during or after installation must be reported immediately to the project manager and documented using the company's non-conformance process.
- 5.2 Defective work must be rectified promptly and at no additional cost to the client, unless the defect arises from a cause outside Briz Floors' control.
- 5.3 Root cause analysis must be completed for recurring defects or non-conformances, and corrective actions implemented to prevent recurrence.

6. CONTINUOUS IMPROVEMENT

- 6.1 Briz Floors is committed to the continual improvement of its quality systems, processes and outcomes. Lessons learned from each project will be used to improve future delivery.
- 6.2 Client feedback, defect data, and non-conformance records will be reviewed periodically by management to identify trends and drive improvement.
- 6.3 This policy and associated procedures will be reviewed at least annually or following any significant quality failure, legislative change, or material change to operations.

APPLICABLE STANDARDS & LEGISLATION

Standard / Reference	Description
AS/NZS 2455.1:1995	Textile floor coverings — Installation practice (carpet)
AS 1884:2021	Floor coverings — Resilient sheet and tile — Installation practices
ISO 9001:2015	Quality management systems — Principles (basis for our QMS approach)
QBCC Act 1991 (Qld)	Queensland Building and Construction Commission Act — licence obligations
Construction Work Code of Practice 2018 (Qld)	Safe and compliant construction work delivery
Managing RCS Dust Code of Practice 2022 (Qld)	Respirable crystalline silica — controls during grinding and preparation
Manufacturer's Instructions	All adhesives, floor coverings and preparation products to be installed per manufacturer specification

REVIEW

This policy (v2.0) supersedes version 1.0 of the Briz Floors Quality Policy originally issued July 2023. Briz Floors Pty Ltd reserves the right to amend this policy at any time. Changes will be communicated to all relevant personnel.

Any queries regarding this policy should be directed to the Managing Director within 30 days of the issue being identified.

RELATED POLICIES & DOCUMENTS

Document	Reference
Work Health & Safety Policy	BFPOL-WHS-00001 v2.0
Safe Work Method Statement (SWMS) – Site Specific Document	Project-specific document (issued per job)
Incident Reporting Procedure	Briz Floors Incident Report Procedure.docx

AUTHORISATION

Authorised By	Signature	Date
Brendon Krytenberg	Signed original held on file	27/01/2026

Brendon Krytenberg | Managing Director | Briz Floors Pty Ltd