

SCOPE

Civils 2000 Group the company is committed to consistently meeting and exceeding our customers' expectations and requirements. Our philosophy is that quality is a journey with no end where we focus on doing it once and doing it right. Our quality management system provides the structure, processes and documentation to ensure we produce the intended results every time.

GUIDING PRINCIPLES

Our quality objectives are:

- To meet or exceed our customers' expectations and requirements
- To engage with and understand the needs of our customers and build strong working relationships through a "one team" approach
- To maintain a culture of quality throughout all of our activities
- To ensure our suppliers and subcontractors meet our agreed standards and assist them to achieve the quality standards we set
- To look for innovative solutions and appropriate technologies to deliver the products and services that we offer our customers
- To maintain our commitment to the development of our highly skilled workforce
- To continually review and improve our management systems with audits, conformance management, and quarterly management reviews
- To set ourselves targets to monitor, measure and improve our performance

POLICY STATEMENT

We always:

- Ensure we understand our clients' needs and strive to satisfy them to the best of our ability
- Ensure effective and efficient delivery of our services
- Contribute to ensuring the company provides cost effective solutions for our clients
- Provide high quality work that complies with statutory and regulatory requirements, meets specification and apply best practise methods to achieve it
- Acknowledge that, at all levels, we must ensure the requirements of our quality management system are applied and the objectives achieved
- Achieve the goals of this quality policy through effective communication, fulfilling our responsibilities and obligations, and always focus on the needs and expectations of our customers
- Apply the requirements of our quality management system by following our processes and applying control, monitoring and measuring our performance and reviewing the effectiveness of our systems
- Provide the resources necessary to achieve the required level of quality
- Ensure that quality control and quality assurance mechanisms are effectively applied, documented and audited to ensure consistency and deliver the intended results
- Conduct management reviews of the effectiveness of our quality management system on a routine basis
- Seek to listen to the voice of our customer by seeking feedback.



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Managing Director



Jeff Mawhinney
SHEQ Manager

21 September, 2017

Date approved