

Quality Policy

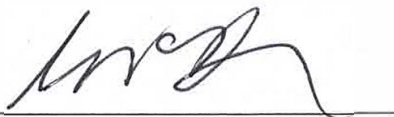
SuperCivil & Yongacivil is a West Australian owned company dedicated to mastering all aspects of our civil works operation. From the first point of contact until completion you will experience our quality of workmanship, superior client services, efficiency and professionalism. We pride ourselves in only using top quality products ensuring you will have peace of mind in the knowledge that all our installations, maintenance and products are backed by WA's best suppliers. We carry out our works on a strictly best practice basis, using only top-quality local materials sourced from WA's best suppliers. To achieve this vision, SuperCivil & Yongacivil's Senior Management Team commit to:

- Taking overall responsibility and accountability for the effectiveness of the Integrated Management System (IMS)
- Ensuring that the policies and related objectives are established and are compatible with the strategic direction of the organisation;
- Ensuring the integration of the IMS requirements into the organisations business processes;
- Ensuring that the resources needed to establish, implement, maintain and improve the IMS are available;
- Communicating the importance of effective quality management and of conforming to the IMS requirements;
- Ensuring that the IMS achieves its intended outcomes;
- Engaging, directing and supporting persons to contribute to the effectiveness of the IMS;
- Promoting continual improvement;
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;
- Maintain and continuously improve a management system that complies with the requirements of ISO 9001:2015;
- Set quality objectives at relevant functions, levels and processes needed for the IMS; and
- Commit to satisfying applicable requirements defined in our list of compliance obligations

In order to achieve this, the following objectives have been established:

- Communicating this policy to all existing employees and to new employees when they commence with SuperCivil and Yongacivil.
- Learning from our mistakes, implementing corrective & preventive actions, and continually improving our management system
- Setting measurable objectives and targets which will be monitored to ensure continual improvement
- Consistently and efficiently deliver services to our customers that comply with their specifications and relevant standards
- Resolve customer, employee and supplier queries promptly and in a friendly manner

This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of SuperCivil and Yongacivil. This Quality Policy is applicable to our Directors, employees, contractors and to any person or organisation that represents us as well as suppliers in the conduct of their activities for and on our behalf.



Matt McDowell

Director



QMS Certification Services

9-3-2021

Date