

## Quality Policy

### Overview

Civilmart is committed to producing and delivering a consistently high level of quality products and services that meet or exceed regulatory and statutory requirements, while maintaining strict environmental & safety controls.

### Vision

Civilmart will strive to provide high quality precast concrete products and services by monitoring procedures, products, services, and customer feedback.

### Scope

This policy applies to all workers, contractors, and suppliers of Civilmart.

### Principles

Senior Management has the ultimate responsibility of initiating and maintaining the Quality Policy ensuring Civilmart delivers on the commitments to our workers, customers and interested parties to allow opportunities to be capitalised on and risks mitigated.

Every worker of Civilmart has the responsibility to ensure that the intentions of this policy statement are understood, applied, and maintained within their own activity area.

To achieve this Civilmart will:

- Meet and enhance our strategic objectives.
- Lead from the top down in supporting, promoting, and communicating the Quality Management System (QMS).
- Enhance the capabilities, knowledge and skills of our workers, contractors, and suppliers, to provide consistent cost-efficient products and service.
- Achieve continuous improvement through regular reviews and internal audits, by problem identification and resolution, cost effective project solutions and analysis of data to minimise product & service non-conformance.
- Provide effective communication with customers and key stakeholders to foster good partnerships and to ensure we enhance customer satisfaction.
- Manufacture products that meet statutory & regulatory compliance.
- Establish product design and production process and controls to ensure that high quality output is achieved to meet customer needs.
- Meet customer specification and achieve satisfaction on both goods and services by using the principals and disciplines of ISO9001.
- Drive continuous improvement of the Quality Management System through the Plan, Do, Check, Act (PDCA) mentality.



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