

## QUALITY MANAGEMENT POLICY

Robson Civil Projects is committed to meeting and exceeding client satisfaction through the provision of quality, cost effective civil construction services within the construction, resource, road, rail, public utilities, property development and government sectors.

We pride ourselves on our ability to provide flexible construction options aimed at achieving enduring relationships with our Clients.

The objectives of this Policy and the broader Robson Management System will be accomplished through:

- Setting and monitoring effective performance indicators that promote operational improvements at all functional levels of the business;
- Meeting and exceeding our legal obligations, the requirements of AS/NZS ISO 9001:2016 and those specified by our Clients;
- Planned reviews and regular audits of Robson Management System elements at functional and project levels;
- Direct the involvement of project and senior management personnel in Work Permit (JSEA) reviews and High Risk Task Observations on site;
- The development of skills and competencies of Robson personnel aimed to improve company performance and delivery capability;
- Targeted selection of suppliers and subcontractors and subsequent proactive management of same during delivery of services on our projects;
- The utilisation of our resources, information and knowledge efficiently and effectively and
- Seeking client feedback throughout the project lifecycle and formal assessment of Client satisfaction post completion of works.

The Robson Board of Directors and Senior Management show commitment to this Policy through the provision of skilled resources at all levels of the business, ongoing training and proactive interaction with personnel at all levels.

The requirements of this Policy shall be communicated to all personnel through our induction processes, where responsibilities and obligations will be explained and promoted.

Copies of this Policy will be displayed within all offices, on all sites and be made available via the company Intranet and website.



**Grant Robson**  
**Managing Director**  
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