

# Quality Policy

## Purpose

Simpson Construction Company strives to reliably deliver projects to meet the needs and exceed expectations of clients and interested parties. This policy in conjunction with the Quality Management Procedures provided in section 2 of the Integrated Management System define SCC's quality management goals and the criteria through which SCC will achieve excellence in project delivery.

## Scope

This policy applies to all SCC projects, no matter size or scope.

## Objectives

Our objectives are to:

- Have zero major product non-conformances requiring re-work
- Have zero client issued procedural non-conformances
- Have zero complaints from clients or other interested parties

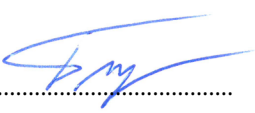
Adopting and implementing these objectives and commitments provide our interested parties with the assurance that our projects are completed to the highest standard and in accordance with compliance obligations, specifications and contracts.

## Policy

We are committed to providing a high-quality service to our Clients through careful management of operational and project level quality risks and consideration of feedback, which may impact on the delivery of our services.

Our commitment is to:

- **Comply:** Integrate the compliance obligations of ISO 9001:2015 and compliance requirements of our Clients, Authorities and stakeholders to ensure the company objectives and values are met and maintained
- **Mitigate Risk:** Ensure risks which may result in non-conformances or negative impacts on the business are carefully considered and managed through completion of risk assessments and inspection and test plans
- **Monitor:** Continually improve the effectiveness of the Integrated Management System through annual monitoring, review and measurement of environmental performance.
- **Collaborate:** Work collaboratively with our Clients to ensure main drivers are understood, defined and achieved through quality of service
- **Communicate:** Provide staff and subcontractors with effective inductions to ensure quality compliance obligations are understood. Communicate our quality performance to all staff and encourage feedback and participation
- **Learn & Grow:** Record Client feedback, non-conformances and complaints for analysis and insight into potential system changes and opportunities for improvement of quality management systems
- **Manage:** Manage consultants, subcontractors and suppliers to efficiently achieve the required level of quality outcomes
- **Be Consistent:** Consistently deliver high quality construction projects that meet the requirements of contract specifications

Signed   
Tom Simpson  
Operations Manager & Director

Signed   
Kevin Logan  
General Manager

Date: 29th June 2023