



## Quality Management Systems Policy

SUPERB is an end to end civil construction firm, delivering services to Government departments, major civil and construction corporations and local councils. Our main industry sectors are roadworks and civil construction, telecommunications, excavation, utilities infrastructure and traffic control. We have full-time staff and contractors.

SUPERB is fundamentally committed to consistently providing products and services that meet or exceed customer, statutory and/or regulatory requirements. We will enhance customer satisfaction, understand and profit from strengths, weaknesses, opportunities and/or threats within our context and objectives. We will conform with our QMS in a manner demonstratable to our clients, staff and providers.

SUPERB will incorporate Plan-Do-Check-Act (PDCA) and risk-based thinking when planning all processes. We will adequately resource and manage our entire operation and maximise opportunities for improvement at the same time preventing deviation from our goals, minimising negatives and maximising opportunities.

SUPERB will meet requirements, future needs and expectations and be adaptable to increasingly dynamic and complex environments. We will be adaptable and continually improve as required by breakthrough change, innovation and/or reorganisation. This will be achieved through customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision-making and relationship management.

Internal communication and consultation on quality will be conducted during work health and safety (WHS) toolbox talks, team meetings and senior management meetings. All levels of management will encourage worker participation. This Policy will be prominently displayed in our office and made available on our website to interested parties or stakeholders who may include, but are not limited to, workers, other PCBU or duty holders, clients, SafeWork NSW, NSW Government, local councils, NBN Delivery Partners, insurers, landlords, environmental groups, telecommunication companies and neighbours.

Signed

Sam Altakrity

Director

15th August 2019