



QUALITY POLICY

Silverstrand is an experience civil construction contractor that is committed to providing a quality service, on time and under budget, not matter the type of project or location.

Our Objectives are to:

- provide exceptional service and reliability;
- provide quality workmanship by committed and trained personnel;
- provide value for money using only suitable quality materials;
- satisfy our clients' requirements, industry regulators and staff;
- provide these services in a professional and ethically responsible manner; and
- focus on enhancing customer satisfaction by providing a quality product on time and under budget.

Silverstrand also aims to achieve improved productivity, efficiency, quality and customer satisfaction by having an effective and properly managed quality system that complies with AS/NZS ISO 9001:2016, by ensuring that all staff are suitably trained and by implementing system improvements when deficiencies are identified.

These quality outcomes will be achieved by;

- Maintaining an integrated Quality Project Management System that complies and meets the requirements of AS/NZS ISO9001:2016;
- Compliance with quality laws, regulations, codes, standards and other legal contractual requirements;
- Communication with our clients, client representatives, and other parties ensuring that we understand and address any quality concerns;
- Quality testing and recording of all aspects of the works to ensure quality objectives are met and improvements are being established;
- Increase awareness in all employees, consultants, and subcontractors of quality objectives and achieving a quality outcome through communication, induction and training;
- Reviewing quality objectives and targets through Business performance reporting and ensuring appropriate allocation of responsibilities and resources;
- Ensuring project management staff are provided with the appropriate instruction and training on how to use and implement the Project Quality Management Plan.

All Silverstrand employees are responsible for the quality of their efforts and are required to comply with the Company's Quality Management System. All employees shall be made aware of these requirements through their initial induction and by their supervisors.

Signed By:

Darren Broderick
Director
Silverstrand Developments Pty Ltd/ Silverstrand NZ Pty Ltd