

## QUALITY POLICY

The Management and Staff of WCS Concrete Pty Ltd are firmly committed to the implementation and maintenance of the quality control process in accordance with standard AS/NZS ISO 9001:2015 as described in our Company's Quality Manual.

We are committed to providing an exceptional standard of service for the supply, delivery and application of concrete and concrete products ensuring our clients expectations are met.

Our management objectives are to:

- Ensure all materials used are in accordance with our Quality Standards required by the specification, the applicable Australian and/or international standards and regulatory requirements.
- Consistently provide documentary evidence demonstrating all quality requirements are as specified.
- Ensure all personnel working within the organisation are aware of the Quality Standard and commitment to the company goals required to attain the quality of product for which the company are known.
- Training, education and communication with employee's, contractors, customers, visitors and other interested parties regarding this policy where necessary.
- Training education and communication with employees and contractors in the expectations towards quality products and services.
- Provide a level of product and service that meet and exceed our customers' expectations.
- Apply the "Plan, Do, Check, Act" methodology within our quality management system.
- Apply Risk Based thinking within our operations and processes.
- Follow up on products and services to ascertain that our goals are being achieved
- Comply with regulatory and statutory requirements.
- Commit to periodical audits to continually improve our quality management system and processes to meet the requirements of AS/NZS ISO 9001:2015.

We are committed to maintain an ongoing business relationship with our clients based on honesty, integrity and trust.

This policy statement is issued to clearly indicate the importance and our commitment to the Quality Management System. This policy will be reviewed at least annually. All staff shall ensure the Quality Policy and information with the QMS is communicated and recognised at appropriate levels throughout the organisation including available to interested parties and external providers.

Kerry Betty  
Director  
12 December 2017