

QUALITY POLICY STATEMENT

Robson Civil Projects is committed to meet and exceed client satisfaction through the provision of quality, cost effective construction services across the civil, mining and rail infrastructure sectors. We pride ourselves on our ability to provide flexible construction options aimed at achieving enduring relationships with our Clients.

Robson is committed to achieving the requirements set out in AS/NZS ISO 9001:2008 and continually improve our services, systems and processes. This will be accomplished through:

- The establishment and implementation of the Robson Management System (RMS) framework and associated documentation aimed at satisfying, AS/NZS ISO 14001:2004, AS/NZS 4801:2001, AS/NZS ISO 9001:2008, and Client requirements;
- Monitoring, review and improvement of our system through, internal audit, management review, task and activity observation and management interaction;
- Reviewing and adjusting this Policy to ensure it remains relevant to our operations;
- Developing the skills and competencies of Robson personnel to improve company performance and delivery capability;
- Ensuring we utilise our resources, information and knowledge efficiently and effectively;
- The assessment of Client satisfaction both during and after delivery;
- The development, implementation and continual review of management plans and procedures designed to meet the varied needs of our Clients and
- Setting measurable, realistic objectives and targets and reporting on progress towards their achievement.

The Managing Director and Managers show commitment to this Policy and the Robson Management System, developed to deliver its objectives, through the provision of skilled resources, training and education.

The requirements of this Policy shall be communicated to all personnel through our company and project induction processes, where responsibilities and obligations in relation to this Policy and the Robson Management System will be explained and promoted.

This Policy shall be available to the public and be prominently displayed in all our work places. Personnel can access this Policy and the Robson Management System through the company Intranet.



GRANT ROBSON
Managing Director
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