

## Quality Management Policy

Robson Civil Projects (Robson) is committed to meeting and exceeding customer satisfaction through the provision of quality, cost effective civil construction services within the construction, resource, road, rail, public utilities, property development and government sectors.

We pride ourselves on our ability to provide flexible construction options aimed at achieving enduring relationships with our Customers.

The objectives of this Policy and Robson's commitment to the broader Robson Management System will be accomplished through:

- Setting and monitoring effective performance indicators in line with our strategic direction that promote operational improvements at all functional levels of the business
- Meeting and exceeding our identified legal obligations, customer expectations and other requirements
- Demonstrating a commitment to continual improvement of the quality management system
- Planned reviews and regular audits of Robson Management System elements at functional and project levels to drive continuous improvement
- Direct involvement of project and senior management personnel as part of our Management Participation Program on site
- The consistent application of the Robson Quality Assurance Manual
- The development of skills and competencies of Robson personnel aimed to improve company performance and delivery capability
- Targeted selection of suppliers and subcontractors and regular monitoring during delivery of services on our projects, and formal assessment of performance
- The utilisation of our resources, information, and knowledge efficiently and effectively and
- Seeking customer feedback throughout the project lifecycle and formal assessment of Customer satisfaction post completion of works.

The Robson Board of Directors and Senior Management show commitment to this Policy through the provision of skilled resources at all levels of the business, ongoing training, and proactive interaction with personnel at all levels.

The requirements of this Policy shall be communicated to all personnel through our induction processes, where responsibilities and obligations will be explained and promoted.

Copies of this Policy will be displayed within all offices, on all sites and be made available via the company Intranet and website.



**GRANT ROBSON**  
Managing Director  
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