

QUALITY POLICY

BC-IMS-POL-003

BALLINA CIVIL

At Ballina Civil, we are committed to providing exceptional services to our clients and aim to prioritise quality in everything we do.

To assist in meeting or exceeding industry standards and customer expectations, we have set quality objectives with the goal of:

- Consistently and efficiently delivering services to our customers that comply with their specifications and relevant standards,
- Giving our clients the utmost confidence in our services,
- Measuring and improving customer satisfaction,
- Providing our workers with adequate resources, information and training to competently perform tasks to the required standard of quality, and
- Ensuring compliance with all relevant legislative, regulatory and other requirements.

This policy has been implemented and communicated throughout Ballina Civil and is made available to workers and other interested parties.

The relevance and appropriateness of this policy is assessed periodically.

Authorised by



Anthony Paul Fryer

Director

Ballina Civil Pty Ltd