

## Quality Policy

Chivers Asphalt in pursuit of business objectives recognises the need for simple, yet effective processes and systems. These processes will provide essential support across all of the company's operational activities. To achieve this, the company business system will be maintained as a minimum in accordance with AS/NZS ISO 9001:2015 Quality Management Systems. Chivers Asphalt has a commitment to its stakeholders to conduct its operations in a manner that adds value to our customer requirements and ensures business sustainability. By developing Chivers Asphalt systems to capture best practice we will always aim to achieve an effective result and meet applied Quality objectives.

Chivers Asphalt is committed to:

- **Achieving customer satisfaction** by maintaining open communication and developing an understanding of customer needs and expectations. Chivers Asphalt will align its systems through adequate planning to these needs and expectations.
- **A zero defect culture** by ensuring that potential risks are captured and actioned at an early stage in the project lifecycle; by utilising review processes and by the use of competent personnel, sub-contractors and vendors.
- **Maintaining compliance with contractual, statutory and regulatory requirements** by identification of these requirements within its business and project activities.
- **Effective communication** by provision of relevant policies, procedures, training and accessibility to relevant information.
- **Availability of adequate resource** by provision of organisational structures, utilities, equipment and suitable work environments to enable offices and project teams to achieve an effective output at all levels.
- **Our people** by personal and professional development and career growth opportunities.
- **Continuous improvement** by promoting a learning culture within the organisation and ensuring the availability of knowledge across all our projects built on experience of the Chivers Asphalt teams.

This policy is applicable to Chivers Asphalt and its subsidiaries in all its operations and functions including those situations where employees are required to work off-site where Chivers Asphalt may also adopt any additional requirements of the responsible authorities for such sites. This policy shall be reviewed periodically to ensure it remains relevant and appropriate to our business and is to be made available to employees and interested parties upon request and through its display in a prominent position at each location.

### Policy Authorized by



Director  
1/12/2019

