

# Quality Policy

Ryan Civil Contracting was founded in 2006 and has grown from a small company to a well-respected organisation within the Civil Construction Industry. From bulk earthworks to stormwater culverts, Ryan Civil Contracting has the experience and knowledge to deliver projects to the appropriate specification and exceed client expectations time and again.

Ryan Civil Contracting has undertaken numerous large and small scale civil projects that have been delivered to the complete satisfaction of the client. Based in Brisbane and servicing SE Queensland, Ryan Civil Contracting delivers projects covering all aspects of civil construction and engineering. We are dedicated to the quality policy that will ensure that our products and services fully meet the requirements of our customers always.

The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

We believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, workers will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements. Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review. The quality policy principles and objectives will be communicated and available to workers at all times. Training will be an integral part of the strategy to achieve the objectives. Within this Policy we are committed to operating our company under the disciplines and control of a Quality Management System conforming to ISO 9001 and is planned and developed jointly with our other management functions. We are all committed to operating continuously to this standard and we will maintain the necessary quality approvals consistent with our customer requirements. We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers. We shall ensure that all our personnel understand and fully implement our policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

A handwritten signature in black ink, appearing to read "Roger Ryan", with a horizontal line extending to the right.

Roger Ryan  
Managing Director  
Ryan Civil Contracting Pty Ltd

16 August 2019

Review Date: August 2020