



## Quality Policy

Croker Construction (WA) Pty Ltd is a civil contracting company managing several construction sites around the Perth Metropolitan Region and its surrounding areas. Croker Construction specialises in residential and commercial sub divisional construction. The employees of the company represent a wide cross section of skills and experience required to construct quality roads and earthworks. Our company provides contracting services to various organisations, shires, councils, developers and contractors.

At Croker Construction (WA) Pty Ltd, our Quality Policy ensures we provide cost-effective services to a high level which will meet the diverse needs and expectations of our clients.

The objectives of our Quality Policy are:

- Provide high quality project management and undertake civil construction works using experienced employees and reputable subcontractors / suppliers, on time and within the agreed terms of the contract
- Offer improvements in services from feedback that helps to enhance our relationship with clients and ultimately deliver improvements to client satisfaction.
- Maintain an ongoing business relationship with clients based on honesty and trust.
- Deliver services in a safe and courteous manner to the client and their clients and/or employees.
- Ensure all works undertaken comply with the clients, government agencies and regulatory requirements.
- Ensure our internal quality management system is implemented & monitored in compliance with ISO 9001.

The success of our quality management is dependent on:

1. Understanding and analysing all aspects of each project to determine what is required and what variables may arise.
2. Understanding any specific client requirements
3. Ensuring the work team is totally committed to achieving our objectives.
4. Ensuring the all subcontractors and suppliers comply with the project requirements
5. Ensuring that open and honest communication exists between management and all employees.

This Policy will be reviewed annually by the General Manager

## Policy Authorised by

**General Manager: Nathan Croker**

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