



Quality Policy

Delta Civil (WA) Pty Ltd specialises in construction services for subdivision development and public infrastructure. Delta Civil is committed to ensuring the quality of our products and services continually meet or surpass client and other stakeholder's quality requirements and expectations, to schedule and budget.

This will be achieved by:

- Building and maintaining a reputation within our industry and with our current and future clients as being an ethical and competent Company.
- Fostering mutually beneficial supplier relationships.
- Investigating, understanding and addressing root-causes of problems to avoid recurrence.
- Developing and maintaining personnel competencies to meet current and future needs through training programs and ongoing coaching.
- Productive and efficient operations that ensure all work is on schedule and to client specifications.
- Conformance to all applicable regulatory and contractual requirements and those of other parties.
- Validating the work meets Client requirements at key stages throughout each project.
- Analysing strategic and operational risks through a systematic risk management framework.
- Developing and achieving measurable and challenging objectives and targets at all levels.
- Conducting work activities in an effective and efficient manner under controlled conditions.
- Completion of work by qualified and competent personnel under experienced supervision.
- Assessing Client satisfaction both during and after delivery and acting on the results.
- Continually improving the effectiveness of the quality management system.

We will support this commitment through the communication, training and development of our staff and subcontractors to ensure that our company goals and quality objectives are understood, implemented and maintained. Quality, hard work and integrity form the core of our business philosophy, and we believe this culture is the foundation of our success

This policy will be reviewed annually in consultation with employees. All levels of management are accountable for implementing and monitoring this policy in their area of responsibility

Policy Authorised by

A handwritten signature in blue ink, appearing to read 'S. Hatton', written over a horizontal line.

Steve Hatton, General Manager

Date: 13th February 2017