



## QUALITY POLICY

Geovert is a construction company that is committed to excellence in all aspects of the business. The entire management team believes that excellence comes through delivering consistent, high-level services and products that always exceed the customers' expectations. This consistency is achieved through the Geovert Integrated Management System. System Management, reviews, developments and improvements are actively promoted by a structured internal communications strategy.

### Our goals are to:

- Maintain a quality system that exceeds the requirements of ISO 9001:2008
- Exceed our customers' expectations in all areas of our business through innovations that provide commercial, engineering and safety benefits
- Develop and maintain close working relationships with our clients that are built on professionalism, trust and management excellence
- Continually improve in all areas of our business through openness to positive change
- Conduct our business in a manner which seeks to benefit staff and the surrounding community
- Have every employee share in our commitment to all of the company's policies
- Deliver consistent high quality challenging projects.

To achieve this we will employ the following principles:

### Planning and Design

- Focus on planning as a fundamental business activity, and provide adequate resources for its implementation
- Consideration of the Geovert Quality Policy goals in all our decision-making processes
- Identify existing and new 'quality' risks, and take all practicable steps to eliminate, isolate or minimise non-conformance, loss and delay from exposure to those risks
- Align our quality management system with our health & safety and environmental management processes.

### Practices, Procedures and Process Control

- Follow all aspects of the Geovert Integrated Management System (IMS)
- Ensure that accurate and timely reporting and recording is maintained throughout our organisational structure
- Comply with all relevant legislation, duties, regulations, codes of practice, guidelines and standards
- Set quality management responsibilities, objectives and performance criteria for staff and workplaces
- Investigate all reported non conformance and identify and promote the associated improvements throughout the company
- Ensure that detailed process controls are in place on all projects to ensure total compliance to design, contractual obligations, specifications, commercial and legislation.

### Measure and Monitor

- Strive to continuously improve our IMS performance by establishing objectives and targets, carrying out regular reviews and audits, and acting quickly on non conformance, complaints and incidents
- Measure and monitor our performance against our quality objectives regularly, consistently and honestly, and use the results to develop effective measures aimed at improving processes and the IMS.

**Anthony Teen**  
**Director**  
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