

# QUALITY POLICY



Swan Stabilizers International and Swan Traffic Management continually deliver quality road building, traffic management, civil and earthmoving services to councils, civil construction companies and government.

The prime objective of Swan is to provide the expertise and capability to complete projects for clients in a manner which conforms to contractual and regulatory requirements on time, within budget and to specification.

## OUR COMMITMENT

Our commitment to our customers and the growth of the business will be achieved through a documented Integrated Management System (IMS) that meets the requirements of ISO 9001:2015 and AS/NZS 4801:2001.

The requirements of the IMS will be regularly and effectively communicated to all relevant employees and other interested parties and will provide a common understanding of the Swan business processes and our total commitment to our customers.

Swan employees and contractors will be effectively trained in the relevant requirements of the IMS and will be encouraged to contribute to its ongoing review and continual improvement.

Swan will:

- » Establish and review measurable quality objectives to continually improve quality and service performance
- » Ensure all employees are provided with the opportunity to contribute to the continual improvement of the IMS

- » Hold all personnel accountable for their compliance to the requirements of the IMS
- » Understand the current and potential future requirements and expectations of our clients
- » Grow and develop our company through innovation, technology and efficiency
- » Conduct business in a consistent, effective and efficient manner in accordance with our IMS processes and any relevant legislative and applicable requirements.

Nathan Swan, Managing Director

6 October 2018