

Quality Assurance Policy

Hindmarsh Quality is more than the delivery of a product which merely meets client expectations. Quality is the high degree of excellence Hindmarsh seeks from all employees and contractors no matter the area of business; no process is above this expectation. Every position within Hindmarsh has influence on the delivery of our promises to customers.

The Hindmarsh Management System has been produced and implemented to address each element of ISO9001 Quality Management System – Requirements. Hindmarsh commits to comply with all statutory and legislative requirements, standards, codes of practice and compliance codes relevant to Quality Management.

Hindmarsh seeks to deliver this policy by instituting the following:

- We listen to our customers, we understand and balance their needs and expectations with those of our contractors, employees and the community and endeavour to give full satisfaction to all. Client satisfaction is recognised via formal surveys and via regular client meetings and as confirmed by Quality related records generated throughout project delivery.
- We communicate the Hindmarsh vision through leadership which exemplifies Hindmarsh core values to guide the behaviours of all to achieve the culture of producing and providing a quality product that is recognised throughout the industry.
- We involve our people in Hindmarsh's development, we utilise their collective knowledge and experience, recognise their contribution and provide an environment in which they are encouraged and motivated to participate and realise their full potential. We ensure our employees are aware of the relevance and importance of their activities and how they contribute to the achievement of our quality objectives.
- We base our decisions on the logical and intuitive analysis of data collected where possible from accurate measurements of product, process and system characteristics
- We develop alliances with our subcontractors and work with them to jointly improve performance.
- Facilitate optimal outcomes by partnering our people with our clients.
- We operate in a manner that safeguards the environment and the health and safety of those who could be affected by our operations.
- We continually improve our quality awareness by monitoring and critique amending and improving on a progressive and continual basis, sharing experiences and learning's across the Hindmarsh group.

Compliance with this policy will be monitored, audited and continually reviewed so as to remain effective and aligned with all of our operations.



Rowan Hindmarsh
Chief Executive Officer

WARNING – Uncontrolled when printed! Refer to COMPASS for the latest version.

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Page 1 of 1