



ABN: 68 066 655 856

**QM-POL-01**  
**POLICY STATEMENT**  
*Quality*

Revision: 03      Date: 21.03.16

**SHAMROCK CIVIL**  
*Safe • Sustainable • Smart • Solutions*

Shamrock Civil provides design management and construction services for civil projects, with our core capabilities including: bulk earthworks, detailed excavations, demolition, roads, bridges, and the installation of drainage, sewer and water services.

The purpose of this quality policy is to communicate to our people and external stakeholders that Shamrock Civil's goal is to consistently deliver quality outcomes to our clients. This is achieved by adhering to the following principles:

- Establish a thorough understanding of our client's needs and linking these to project specific quality objectives;
- Utilise established processes which are effective in achieving predictable outcomes;
- Identify and assess risks and opportunities, and develop appropriate process controls;
- Ensure planned and implemented controls are monitored and analysed to evaluate compliance and effectiveness;
- Engage employees, suppliers and subcontractors who have demonstrated an aligned commitment to quality;
- Strong engagement with our clients to improve the opportunity for feedback, which is measured and the assessed results are promptly acted upon, and
- Managers will provide strong leadership in promoting a culture of continual improvement utilising lessons learned to refine our systems and grow our knowledge and capabilities.

Shamrock Civil's quality management system is regularly reviewed to ensure it remains appropriate and relevant to the organisation and is compliant with the requirements of AS/NZS ISO 9001:2015. The QMS is third party certified.

---

Andrew Kerr  
CEO

Date: 18.05.18