

**Our vision** is to be the leader in our field: the company of first choice for a solution.

**Our goals are to**

Enhance customer satisfaction by meeting or exceeding customer requirements  
Improve and diversify our products and services  
Conduct all activities in a safe and healthy working environment  
Conduct all activities in an environmentally sensitive manner

**Our quality policy** is to get it right, first time and every time. This means we deliver on our promises and do what we said we'd do, on time, on specifications, on budget.

**Our commitments are to**

Apply our core business values at all times  
Ethical behaviour and practices, including meeting all applicable legal and statutory requirements  
A safe workplace and safe work systems  
Ensure that our contractual and regulatory objectives are fulfilled; promote collaborative working with our clients and effect continual improvement of our management system.  
Ensure that providers of labour and contract services are appropriately qualified and competent.

**Our core business values are**

*Delivery* – we always meet our commitments  
*Innovation* – we continually seek new solutions, methods and approaches  
*Learning* – we learn from and teach each other  
*Honesty* – we tell the truth at all times to each other and to our clients, 'no surprises' for our clients  
*Sustainability* – managed growth while remaining financially profitable  
*Fun* – we want to enjoy our work and have fun in the workplace.

**Scope of our system**

Our quality management system includes all core business and support activities for Construction, Plant Hire and Workshop services.

Clause 8.3 Design and Development is not applicable from ISO 9001 as there is no design and development conducted due to clients providing the specifications of work.

Everyone working for us is expected to know and follow these requirements.



Anthony de Ruiter  
Managing Director  
**A & M Civil Contracting Pty Ltd**

Date: April 2019