QUALITY POLICY

The fundamental goal of **MCS Civil (NSW) Pty Ltd** is to service and satisfy our customer's needs and quality expectations. MCS Civil (NSW) Pty Ltd is committed to a policy of continual improvement. Measurable quality objectives are established and subject to review to ensure that the quality of services offered by the business, continue to meet our customer's needs and expectations.

MCS Civil (NSW) Pty Ltd recognise that quality is the responsibility of all its workers and that management must lead in the development and implementation of a Quality Assurance Program which satisfies both Australian and International requirements.

This is achieved by the implementation, maintenance and the continual improvement of an effective business wide Quality Management System in compliance with AS/NZS ISO-9001:2015.

The management of MCS Civil (NSW) Pty Ltd is strongly committed to providing total customer satisfaction and to that end has adopted the following key guiding principles:

- Every worker is responsible for quality
- As a member of the community, MCS Civil (NSW) Pty Ltd will act responsibly with regard to the environmental & safety issues and support local industry
- Activities carried out by MCS Civil (NSW) Pty Ltd will conform to all contractual requirements specified by the customer, comply with all statutory and regulatory requirements and be safe
- The maintenance of an on-going training program to equip all our workers with the necessary skills and knowledge to support our customers and the business goals and objectives
- The implementation of a Green Procurement Program by purchasing green goods where possible that have a lower impact on the environment
- All workers of MCS Civil (NSW) Pty Ltd extend their full and unqualified support to this policy and commit to the continuous improvement process and providing customer satisfaction

Signed By:

Christopher Murphy		**24th September 2024**
Managing Director	Signature	Date