

Quality Policy

Memba Civil NSW is committed to meeting the needs and expectations of our interested parties by the consistent implementation and continual improvement of our Management System.

Our Objectives and Targets detail our goals and aspirations each year, along with how we plan to measure our success in achievement of these, and the action plans. The framework around setting and achieving our objectives includes:

- Incorporating quality management as an integral part of Memba Civil NSW's risk management strategy
- Providing the systems of work and the necessary resources to enable our people to competently and effectively perform their work responsibilities
- Facilitating the early determination of clients' key expectations and ensuring regular feedback to measure our performance in meeting these expectations
- Ensuring compliance with legislation, statutory obligations, industry requirements, codes of practice and relevant standards
- Evaluating, monitoring and reviewing the business performance and taking action to continually improve outcomes
- Establishing, monitoring and maintaining a customer focused approach to enhance customer satisfaction
- Effectively meeting all requirements of, and achieving and maintaining third party certification of the Management System to ISO 9001:2015 Quality Managements Systems

A handwritten signature in black ink, appearing to read "Aiden Galvin". The signature is fluid and cursive, with the first name "Aiden" written in a larger, more prominent script than the last name "Galvin".

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Signed: Aiden Galvin – Managing Director

28th March 2022

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Date