



QUALITY POLICY

OUR POLICY

Gradco shall ensure that we deliver projects and services which meet or exceed the requirements of the client's brief, whilst at the same time delivering acceptable commercial returns to the company. Our goal is to be an industry leader through the provision of solutions that are technically appropriate, socially, economically and environmentally responsible, and which comply with regulatory requirements.

Gradco systematically manage its activities using a formally documented Integrated Management System approved by the CEO and coordinated across the company by the General Manager. Gradco encourage and promote continual improvement of our workplace and management system by setting business objectives and targets and assessing our achievements at regular intervals.

Gradco will provide any information, instruction, training and supervision necessary to ensure that employees and contractors are qualified and competent in meeting the requirements of this policy.

OUR QUALITY POLICY OBJECTIVES:

- Maintain certification of our Integrated Management System to **ISO 9001:2015**
- Work with all our clients in an ethical and legal manner
- Work profitably with all our clients
- Deliver our projects on time, on budget, and meet or exceed client expectations
- Provide evidence that all works have been constructed in accordance with the contract specified requirements
- Consider project quality issues in meetings with employees and the client
- Review this policy every three years and communicate any changes to all employees & contractors
- Regularly review our objectives and assess our achievements
- Use system reports to investigate non-conformances and recommend & implement business improvements
- Use professional advice where necessary to ensure that we meet our policy objectives
- Ensure our suppliers, contractors and visitors operate in accordance with this policy