

Form Reference	<b>Quality Policy</b>	Date created:	Revision date:
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One of Infracorps's key goals is to provide quality service that delivers effective solutions and exceptional value. This aim is supported by the Group's Management Systems, which embrace both Quality Assurance and continual improvement of our services.

Quality Assurance provides confidence to our clients and ourselves that our service is meeting their expectations. Our Quality Assurance system, which complies with ISO 9001, emphasises the importance of adequate planning and review and aims to meet our clients requirements on each project.

Continual improvement addresses our key goals of: building on our reputation, growing our people, creating a flexible workforce and assessing new enabling technologies so that we build a successful and sustainable business. This includes improved client interaction, effective learning from our experiences and effective support for our managers and supervisors so that they can apply the right technologies and enhance risk management to our sites.

Our service targets exceptional value and is reinforced by our culture of openness, teamwork and sharing of experience. We actively foster personal attitudes of co-operation, teamwork and a keen sensitivity to the continual improvement of our service:

To achieve our Quality objectives, we will:

- Communicate our Quality policy and procedure to all staff to ensure they understand their responsibilities and part in delivering quality service;
- Provide resources and services that comply with statutory and regulatory requirements, standards, codes, certification and contractual requirements;
- Act quickly and assuredly on customer concerns to ensure we meet their needs and key performance indicators;
- Effectively measure, monitor, analyse and review all business areas to promote continuous improvement;
- Maintain Infracorps business management system to meet ISO 9001 requirements, intergrating this into all business operations;
- Capture suggestions from clients, suppliers, contractors and staff to improve the effectiveness of the business management system;
- Meet periodically to review and revise our Quality Policy and procedures to ensure they remain relevant to the organisations goals and objectives.

Management and staff are committed to quality in management and service and will strive to continuously improve performance.

Michael Olsen



Infracorps CEO

04/04/2017