

Quality Policy

SMW Group is committed to meeting customer requirements and enhancing customer satisfaction through the continuous improvement of its technical design, project implementation, quality of work and delivery of products and services.

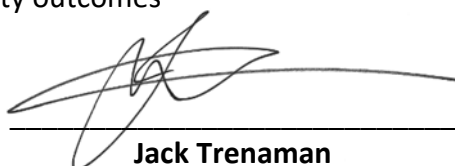
SMW Group shall achieve these outcomes by:

- Continually improving our quality system and practices through multiple feedback and improvement mechanisms
- Appreciating our customer's needs and expectations and deliver on the commitments we make to them
- Implementation, control and improvement of our document control system and ensuring controlled documents are available and suitable for use and adequately protected
- Implementation, management and improvement of our record management system
- Actively identifying any reasonable quality non-conformances and corrective actions
- Promptly addressing any preventative actions required
- Implementation, control and improvement of SMW Group's Internal Audit Calendar and processes
- Meeting or exceeding all legislative requirements and aligning our Health, Safety, Environment and Quality (HSEQ) management system with the principles and requirements of:
 - AS/NZS ISO 9001:2016 Quality management systems
- Providing induction, training, and guidance to ensure the competence of workers in understanding quality requirements so that all work undertaken is to the required standard of quality
- Assessment of services, products and works provided by suppliers, contractors and/or third parties
- Setting of measurable and achievable Quality objectives and targets
- Providing regular reporting on the SMW Group's Quality performance to the Board of Directors

SMW Group Workers' responsibilities are:

(SMW Group has adopted the definition of a worker as per the Work, Health and Safety Act 2011 (Qld) and a worker means an employee, contractor, subcontractor, labour hire worker, apprentice or trainee, outworker, student gaining work experience or a volunteer)

- Follow all SMW Group Quality processes and procedures or instructions relating to Quality
- Take ownership and accountability of the quality of work delivered and ensure the quality of the product completed meets all customer requirements and expectations
- Sharing knowledge, innovations, ideas, learnings, and better practices with the aim of continuously improving our quality processes and procedures
- Actively collaborate with internal customers to deliver quality outcomes
- Reporting all Quality non-conformances to their supervisor or into the HSEQ Management System
- Actively participating in quality forums, meetings, and training; and collaborating with customers to improve quality outcomes



Jack Trenaman
Director – SMW Group

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