

# + Company Policy

## Continuous Improvement

**SBP Group believe that company success starts with being receptive to change - not only to guarantee exceptional safety, quality and delivery standards, but to create personal touchpoints and opportunities to deliver construction solutions 'differently'.**

At the core of our management strategy, continuous improvement is encapsulated daily in our 'enterprising' approach – one of our core values. Committed to the ongoing development, advancement and refinement of all company operations, we boast a culture that is constantly dedicated to achieving. This means our people and clients can expect: enhanced satisfaction; strong staff morale; job satisfaction; lasting supplier and stakeholder relations; and effective use of resources.

### The core principles of our Continuous Improvement Policy are to:

- Consult with clients, contractors, our people and partners to fully understand their requirements or expectations – this sets a benchmark to exceed
- Implement a formal framework from which to monitor current approaches, methods and performance with improvement cycles and conclusions implemented
- Maintain a culture of clear and open communication with regular information sharing between the SBP Group management and key stakeholders via the Group's Information Management System (IMS)
- Show strong leadership, and gain active participation of all management and staff in the improvement process
- Manage all business operations from an objective perspective to ensure all SBP Group decisions are made based on fact, rather than opinion
- Invest in the continuous development of our people, including the training and mentorship of SBP Group employees to ensure maximum value adding and capacity building
- Establish a routine of incremental change through the promotion of active teamwork as the standard for achieving all business goals and outcomes to ensure synergy of ideas, shared accountability and social reinforcement
- Recognise, acknowledge and promote improvement efforts that happen internally and externally to maintain positive employee disposition and empower our people
- Maintain, develop and value key partnerships with client and stakeholders to develop meaningful relationships that benefit the overall scope of the project

By focusing on these principles we can seek to raise the standard of each performance measure, instilling a self-reinforcing culture of continuous improvement within SBP Group.

The Managing Directors of SBP Group are responsible for ensuring this policy is clearly understood, executed and maintained as far as reasonably practicable by all SBP Group employees, contractors and stakeholders.

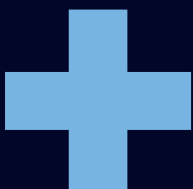


**Bernard Wearden**  
Managing Director



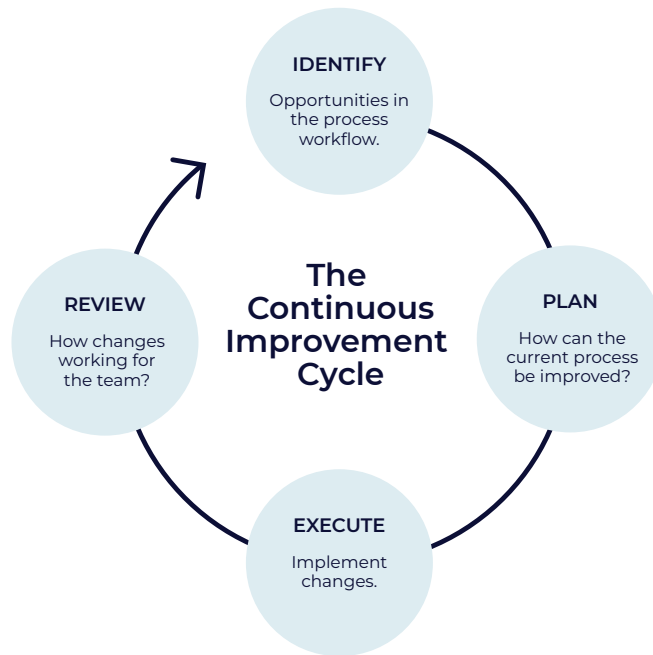
**Ryan Gray**  
Managing Director

December 2019



# + Continuous Improvement Cycle

SBP Group will use a systematic approach to address continuous improvement opportunities by following a Continuous Improvement Cycle.



## + PROCESS

### 1. Schedule

- + SBP Group will maintain a commitment to review all of its services and operations to include:
  - Continuous improvement activities to be undertaken in the calendar year
  - Persons involved in the continuous improvement activity
  - Timeframes for completion of continuous improvement activity

### 2. Identification

- + The identification of areas requiring improvement will be established through a number of methods, including but not limited to:
  - Internal audits
  - External consultant third party audits and reviews
  - Continuous improvement focus meetings
  - Industry consultation forums
  - Training and assessment material validations

## + DATA COLLECTION

SBP Group use the following data and strategies to identify continuous improvement opportunities and feed those into the process:

- + Delivery and performance data
- + Client feedback
- + Industry feedback and consultation
- + Sub-Contractor feedback
- + Employee feedback
- + Validation outcomes
- + Information from complaints and appeals, and
- + Policy and procedural documents against ISO 9001:2015 and ISO 45001:2018



# + Continuous Improvement Cycle

## + PROCEDURE/RESPONSIBILITIES

### 1. Internal Audits

During the implementation and conduct of internal audits within SBP Group, the Directors will ensure the Operations Manager, or any other staff carrying out an audit is conversant with, and informed of:

- + The policy and procedures for conducting internal audits across SBP Group's operations
- + The policies and procedures relevant to the audit
- + The state or territory contracts and regulations relevant to the audit

Prior to conducting the internal audit, the Operations Manager will by way of email:

- + Notify personnel required to participate in the audit
- + Provide details on;
  - The audit purpose and scope
  - Timeframe for audit
  - Reporting requirements

SBP Group conducts internal audits for individual states and territories, and in conducting the audit process the audit team will ensure the audit is conducted:

- + In accordance with state and territory contract regulations as required, and
- + Against ISO 9001:2015 and ISO 45001:2018, and
- + Is applicable to all SBP Group services

When the audit is completed, the audit team will provide a report to the Directors who are then responsible to:

- + Table the report at the next management meeting for review
- + Create an itemised continuous improvement action plan for non-compliances including:
  - Rectification/improvement
  - Timeframe for completion of the process
  - Person(s) responsible for carrying out the process

### 2. Continuous Improvement

- + Continuous improvement needs identified during the internal audit and itemised in the continuous improvement action plan are provided to the relevant personnel for action.
- + At the completion of the rectification process, the continuous improvement is recorded in the BMS\_001\_Master Document Matrix.
- + A report on the changes made are detailed and sent to employees.

## + RELATED DOCUMENTATION

All SBP Group policies are relevant to the continuous improvement activities of the Company. These include the following policies:

- + Environment and Sustainability
- + Equal Opportunity
- + Quality Assurance
- + Workplace, Health and Safety

