

+ Company Policy

Quality

At SBP Group, quality excellence starts with exceeding expectations on 'buildability' – not because we have to, but because we want to.

As part of our dedication to continuous improvement, customer focus and compliance with regulatory and statutory requirements, our quality framework is based on principles that identify, manage and evaluate our core business operations to reduce processes, costs and add greater value throughout the life of projects we undertake. SBP Group is currently working towards ISO 9001 compliance.

The core principles of our Quality Policy are to:

- + Consult with clients and stakeholders to fully understand their requirements in order meet or exceed their expectations
- + Provide adequate resources to develop and maintain quality, safety and environmental planning, control, assurance and improvement initiatives
- + Complete client deliverables on time and on budget, in accordance with contractual, regulatory and legal requirements
- + Continually monitor and review the quality of our products and services to ensure conformance with agreed business outcomes and our Quality Management System
- + Effectively communicate and provide education for this management system, associated procedures and policy to ensure full participation by all SBP Group employees and contractors
- + Seek feedback from clients, contractors and stakeholders to address opportunities or areas of improvement and levels of satisfaction
- + Keep quality and continuous improvement front of mind when making operational decisions and apply a risk-based approach to how we plan, review and improve SBP Group system tools
- + Develop a culture which supports reporting, analysis and distribution of quality-critical information

Through the management and diligent implementation of these processes, we will continue to deliver exceptional solutions and confidence to our stakeholders.

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

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