



# Quality Policy

## WHITEHOUSE GROUP QLD PTY LTD

### Quality Policy:

The staff and management of Whitehouse Group Qld (WGQ) are committed to consistent provision of quality products and services that will satisfy the demands and expectations of customers by continual improvement of the QMS and conforming to local standards and prevailing codes of practice.

WGQ possesses extensive knowledge and experience across all work environments and provides specific professional services, specialised labour support and civil works services and machinery hire in response to clients' needs.

### Quality Objectives:

WGQ's Quality Objectives are to:

- Fully comprehend and meet our clients' needs and our contractual obligations through effective application of the WGQ Quality Management System;
- Offer versatility and the provision of timely, reliable and efficient resources allocation to meet clients' needs;
- Maintain efficiency and effectiveness in achieving consistent quality outcomes;
- Coordinate services to ensure resources are what is required, in the right place and at the right time;
- Ensure that personnel have appropriate qualifications, licences and competencies to perform their assigned tasks and functions to the required standard;
- Ensure effective communication and planning;
- Foster a team approach and a quality culture, empowering employees and quality leadership transcending all levels of management;
- Ensure that our Quality Management System policies, processes and procedures are clear and concise, reflecting what we actually do and how we meet ISO 9001:2015 Quality Standard requirements;
- Ensure that WGQ personnel are kept informed of changes in relevant standards, legislation, industry and client requirements;
- Monitor and analyse performance and make any necessary changes as appropriate;
- Ensure continual quality improvement through regular review of performance, including client feedback and evaluation, to ensure the effectiveness of the Quality Management System; and
- Communicate this Quality Policy to employees, subcontractors and other interested parties.

### Our Commitment:

WGQ's Senior Management are committed to maintaining consistent high standards of quality and continual improvement, as well as meeting the requirements of the Quality Management System and clients' requirements through the pursuit of our Quality Objectives.

Senior Management are committed to the communication, enthusiastic promotion and implementation of this Quality Policy. All staff are encouraged to strive to achieve quality outcomes in accordance with this policy.

Clint Whitehouse  
Chief Executive Officer