

QUALITY POLICY

Our objectives are to:

- Maintain a quality system that meets the requirements of ISO 9001:2015.
- Exceed our customer's expectations in all areas of our business through innovations that provide commercial, engineering and safety benefits.
- Develop and maintain close working relationships with our clients that are built on professionalism, trust and management excellence.
- Continually improve in all areas of our business through openness to positive change.
- Conduct our business in a manner which seeks to benefit staff and the surrounding community.
- Have every employee share in our commitment to all of the company's policies.
- Deliver consistent high-quality challenging projects.
- Meet or exceed all relevant statutory and regulatory requirements.

To achieve this, we employ the following principles:

Planning and Design

- Focus on planning as a fundamental business activity and provide adequate resources for its implementation.
- Consideration of Rock Control's Quality Policy goals in all our decision-making processes.
- Identify existing and new 'quality' risk or opportunity and take all practicable steps to eliminate or minimize non-conformance, loss and delay from exposure to those risks; or maximise benefits of opportunities.
- Align our quality management system with our health and safety and environmental management processes.

Practices, Procedures and Process Control

- Follow all aspects of Rock Control's Business Management System (BMS).
- Ensure accurate and timely reporting and recording is maintained throughout the organisational structure.
- Comply with all relevant legislation, duties, regulations, codes of practice, guidelines and standards.
- Set quality management responsibilities, objectives and performance criteria for staff and workplaces.
- Investigate all reported non-conformance and identify and promote the associated improvements throughout the company.
- Ensure that detailed process controls are in place on all projects to ensure total compliance to design, contractual obligations, specifications, commercial legislation.

Staff

- Train and inform all staff to fulfil their quality management responsibilities and foster their capability to improve project quality.

Measure and Monitor

- Strive to continuously improve our BMS performance by establishing objectives and targets, carrying out regular reviews and audits, and acting quickly on non-conformance, complaints and incidents.
- Measure and monitor our performance against our quality objectives regularly, consistently and honestly, and use the results to develop effective measures aimed at improving processes and the BMS.



Andrew Kitson 8/5/2023
Managing Director