

QUALITY POLICY

At East Coast Rock Works Group, we are dedicated to delivering exceptional civil construction and rock excavation services throughout the East Coast of Australia. Our Quality Management System (QMS) is designed to align with AS/NZS ISO 9001:2016 standards, ensuring that our projects meet the highest levels of quality, safety, and client satisfaction.

We commit to:

- **Achieve product excellence** by consistently delivering high-quality work that meets and exceeds industry standards.
- **Ensure work is done correctly the first time**, adhering to rigorous quality control measures throughout every project phase.
- **Meet and exceed quality standards** by implementing robust quality assurance processes and continuously monitoring our performance.
- **Foster continuous improvement** by regularly reviewing our processes, seeking feedback, and incorporating innovative practices to enhance our service delivery.
- **Build and maintain good client relationships** by understanding their needs, maintaining open communication, and delivering on our promises.
- **Invest in training and development** to equip our team with the skills and knowledge needed to uphold our high standards and adapt to industry advancements.
- **Comply with all legislative and regulatory requirements** to ensure our operations meet statutory obligations and industry standards.
- **Make our Quality Policy available and communicated** to all employees and stakeholders to ensure understanding and adherence to our quality objectives.

At ECRW Group, our unwavering commitment to quality underpins all our operations. By adhering to these principles, we aim to not only meet but exceed our clients' expectations, ensuring long-term success and a reputation for excellence in the civil construction and rock excavation industry.