



QUALITY POLICY

BCP Group has a diverse business structure which improves our capacity to meet and exceed client satisfaction by delivering a competitive range of services. BCP delivers quality outcomes in civil works construction encompassing; land development, road construction, materials supply, bulk earthworks, car park construction, wastewater reticulation (including pump stations), water reticulation and storm drainage.

Commitments

- We value all customer feedback and utilise the information to guide our practices.
- We are accountable, at all levels of the business, to achieve our defined responsibilities.
- We achieve our intended quality outcomes.
- We take pride in and stand by the conformance of our products and services.
- Ensure our strategic direction considers all internal and external factors.
- Mitigate risks and capitalise on opportunities to achieve quality outcomes.
- Monitor, review and continuously improve the quality management system.
- BCP Management lead by example in their commitment to the quality management system by providing resources, engagement, direction, and support of all parties to achieve quality deliverables.
- Implementation and maintenance of and externally certified integrated management system which includes ISO 9001:2015.
- We maintain the integrity of our quality systems.
- BCP recognises and consistently incorporates quality factors into all business decisions and actions.

Objectives

- Engagement of staff to deliver quality outcomes for every client.
- Record, review, retain and respond to positive and negative stakeholder feedback to continuously improve our service delivery.
- Systems, processes, and procedures are reviewed for suitability and effectiveness.
- Manage planned changes to the system to ensure the level of quality and service is not affected.
- Our system uses the process approach of planning, implementing, checking and taking action to ensure each process is controlled and managed effectively.
- All assigned responsibilities and authorities are assigned, communicated, understood, and actioned.
- We collaborate, consult and connect to gain understanding of key stakeholder priorities, recognise risks and opportunities.
- We monitor, measure and audit to confirm our intended quality results.

BCP Group's systematic application of information, knowledge, and actions addresses uncertainty and uncovers potential opportunity which is mutually beneficial to our clients, staff and the wider community.

A handwritten signature in blue ink that reads 'Kyle Jackson'.

Kyle Jackson
Director
Busselton Civil Pty Ltd

18th June 2023