



## QUALITY POLICY ISO 9001:2015

SCOTT ANDERSON  
Chief Executive Officer  
/ Managing Director



**Policy Statement: To satisfy our client's expectations for service delivery, cost effectiveness, quality and excellence in all we do.**

### QUALITY OBJECTIVES

- We endeavour to consistently meet or exceed our Clients' expectations with regards to excellence in quality, timeliness and value for money
- Respond to complaints by acting immediately and decisively, thereby improving our service delivery and company resilience
- Identify, report, investigate and resolve all non-conformance and take action to prevent recurrence
- Constant evaluation of an integrated BMS comprising of QA, HR & HSE to strive for long term continual improvement
- Educate and train our people to continually improve their skills, awareness and knowledge to foster core values in quality excellence and practices
- Maintain and calibrate equipment to meet or exceed the applicable standard or statutory obligation
- Uphold regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to our Business
- To maintain and monitor a culture that supports all of these objectives

### OUR VISION

We will become Australia's pre-eminent Surveying Company offering superior outcomes and benefits to our clients, by providing innovative spatial solutions with an unrivalled level of support. We will be an employer of choice and achieve consistent and sustainable growth in shareholder returns.

### OUR MISSION

We provide unrivalled surveying and spatial solutions, backed by exceptional customer support that exceeds our clients expectations and meets our shareholders desire for success.

### OUR COMMITMENT

We commit to complying with all legislative and client requirements whilst continually improving the effectiveness of our Business Management System.

### OUR VALUES

- Teamwork
- Innovation
- Knowledge
- Excellence
- Integrity
- Honesty
- Loyalty
- Respect
- Reliability
- Adaptability
- Accountability
- Passion



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