

COMPANY QUALITY POLICY

The primary objective of Chris Smith and Associates (the Company) is to provide high-quality Civil Engineering, Land Surveying, and Urban and Regional Planning services to our clients, from procurement through to delivery. Our corporate structure reflects our aims of continuously improving our services, whilst creating maximum transparency and consistent usage of synergies.

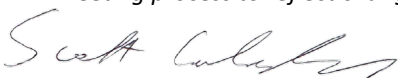
This primary objective is achieved by understanding our customer's and interested parties' needs and expectations and by providing services that consistently meet or exceed their needs and expectations whilst complying with all statutory and regulatory requirements.

Associated with this objective is the recognition that our customers expect our services to be supplied to acceptable levels of quality, at a competitive price and within an agreed time period.

To ensure these requirements are achieved with discipline and consistency, and to create an environment of continuous improvement, the company is committed to the continuing use and maintenance of a Quality Management System that, as a minimum, meets the requirements of the internationally recognised Quality Management standard, ISO 9001.

Our Quality Management System ensures top management are committed to:

- *Providing a framework for setting and reviewing quality goals and objectives, which reflect our overall strategic direction, through the company's established Integrated Management Systems (IMS);*
- *Making quality work the joint responsibility of Management, all employees, and contractors. Our commitment is to utilise every available means to do it 'right the first time';*
- *Ensure through close consultation that we understand and satisfy the needs and expectations of our clients, stakeholders/interested parties', as well as specifications, as an integral part of every current and new project;*
- *Meet regulatory, statutory and legislative requirements and that of interested parties;*
- *Enhance our reputation within the industry by delivering added value to our clients, by working closely with all stakeholders and providing workable solutions;*
- *Apply a quality planning system that includes risk identification and management to ensure effective implementation of every new project to meet our Quality / Business goals;*
- *Maintain a high standard of service by promoting quality awareness and employee involvement in quality improvement programs within a conducive work environment;*
- *Provision of an ongoing training and development program for all new and existing employees;*
- *Promptly identify non-conforming materials, products, services, or processes and to apply effective corrective and preventive actions;*
- *Regularly reviewing our operational processes for continuing suitability and effectiveness;*
- *Conduct a regular compliance audit program to ensure adherence to Company and regulatory requirements.*
- *Communicating this policy within our organisation, to ensure it is understood at all levels;*
- *The availability of this policy to relevant interested parties, as appropriate;*
- *Ensuring this policy remains appropriate to the purpose and context of our organisation and supports our strategic direction;*
- *To review this policy on an annual basis through the company's established Integrated Management System meeting process to reflect changes to relevant legislation, industry practices and company development.*



Scott Golightly
Managing Director

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Revision: 2

