



2.2 Quality Policy

Constructive Solutions Pty Ltd (CSPL) is a privately owned multi-disciplinary business consulting firm based in Tamworth, Brisbane and Toowoomba and operating nationally. CSPL provides a range of services to our customers, including Project Management and Design of Civil Infrastructure, Environmental Engineering, Civil Engineering, Facilitation and the Development of Integrated Management Systems (Quality, Safety and Environmental). Where appropriate, CSPL develops alliances with other companies to deliver products and services and calls upon a network of sub-consultants based throughout Brisbane, South East Queensland, and New South Wales.

CSPL aims *“To provide professional services in the areas of Project Management and Design of Civil Infrastructure, Environmental Engineering, Civil Engineering, Facilitation and Integrated Management Systems (Quality, Safety and Environmental) which will add value to our clients’ business and achieve a high level of client satisfaction”*.

CSPL recognises that quality and completion on time within budget are key indicators of its performance. "Consistently getting it right first time" enhances CSPL's reputation with its clients and increases its competitiveness. The quality of our work and the good relationships that CSPL has developed with our interested parties creates repeat business and a good reputation within the industry.

The staff of CSPL are committed to quality in all aspects of our work as well as being committed to constantly seeking innovative and more effective ways of completing our work.

The CSPL Integrated Management System (IMS) has been developed to meet ISO 9001 requirements and has been designed to help CSPL meet the needs of our clients and to ensure that quality is consistently achieved throughout all processes. It is built on the following principles and objectives:

- Understanding, defining and conforming to the agreed requirements of our interested parties as well as other applicable requirements.
- Delivering the right result first time, on time, within agreed timeframes.
- Adding value to our clients and interested parties.
- Continually improving the effectiveness of the IMS.
- Ensuring that all CSPL staff understand the IMS through appropriate and effective training.
- Gaining commitment from all CSPL staff to the process of quality improvement.
- Setting, implementing and monitoring quality objectives;
- Systematically undertaking management reviews and audits of the IMS, analyse and respond to the results of these reviews and audits, and seek continual improvements to our processes and their effective implementation.
- Ensuring that applicable risks and opportunities that can affect the services that CSPL provides and the ability to improve client satisfaction are determined and addressed.

Interested Parties are encouraged to offer suggestions about how the CSPL IMS can be improved. Such suggestions are assessed by CSPL management and implemented as appropriate during the review process.

Signed:

Name/Position

Stephen O'Rourke
Director

4 June 2024