



QUALITY POLICY

OUR OBJECTIVE

At Ventia, we aim to improve every day and differentiate ourselves through our client focus, innovation and commitment to sustainability. By redefining service excellence and delivering on our purpose of making infrastructure work for our communities, we apply our integrated management system to innovate and provide consistent services to our clients and stakeholders.

OUR OBLIGATIONS

At Ventia we will meet this objective through:

- Ensuring the management system complies with the requirements of the ISO 9001 quality management systems standard and certification is maintained.
- Complying with all relevant regulatory requirements, company policies, standards and processes.
- Effectively implementing, integrating, maintaining and making available the integrated management system across the organisation.
- Ensuring all workers understand their responsibilities and accountabilities for the effective implementation of our management system.
- Providing appropriate information, training, supervision and resources to assist our people to effectively implement and improve our management system and deliver on quality targets.
- Adopting a process approach and applying risk-based thinking to focus on critical activity and risk areas.
- Establishing appropriate quality strategies, objectives and targets and compliance programs.
- Monitor and report quality performance to ensure continuous improvement aimed at risk reduction, eliminating defects and other non-conformances.
- Managing of non-conformances, feedback and complaints through early identification, notification, methodical investigation and the sharing of learnings across the organisation.
- Promoting a culture of redefining service excellence and monitoring client perceptions, levels of satisfaction and feedback.
- Monitoring the effective implementation of our Quality Policy and our integrated management systems through management review, reporting processes, and compliance programs to ensure its continuing suitability, adequacy and alignment with the strategic direction of the organisation.
- Allowing our people to participate in quality decision making and system review, and engaging with workers, contractors and other business partners to achieve and improve standards and expectations.
- Provide effective mechanisms and actively encourage, communication and collaboration to share expertise, learnings and best practice to promote continuous improvement and risk management.
- Sharing our Quality Policy with all workers, visitors, contractors and interested parties.
- Conducting a formal review of our Quality Policy at regular intervals to ensure it remains effective, relevant and appropriate to the quality risks in our workplace.



Authorised by:

Dean Banks, Group Chief Executive Officer

Approved on: 31 August 2021

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