


Quality Policy

To be the leading engineering, construction and maintenance service provider to the utility infrastructure sectors, Zinfra Group is committed to providing a culture that delivers consistent quality services in an effective and efficient manner to support our clients' requirements and agreed expectations.

Zinfra Group is focused on the ongoing development of its people and implementing a culture that fosters a continuous improvement environment. This will be achieved by encouraging our people to take ownership of work practices, pride in their work and responsibility for the results.

Zinfra Group is committed to achieving this by:

- **Developing, implementing and continuously improving** the effectiveness and efficiency of our Quality Management System in conformance with the requirements of AS/NZS ISO 9001 standard
- **Complying with applicable statutory obligations**, standards and codes of practices relevant to the services we provide



Steve MacDonald

Managing Director
March 2015

- **Working collaboratively with our clients** to satisfy their expectations and agreed contractual requirements in a professional and cost-effective manner
- **Ensuring all work activities are carried out by skilled, competent and suitably trained people** empowered to deliver quality services
- **Educating and training our people** to continually improve skills, awareness and knowledge of quality issues and practices
- **Ensuring quality requirements are understood** and met in the first instance eliminating the need for re-work
- **Encouraging employee participation** in quality related decisions and promoting knowledge exchange about lessons learnt
- **Establishing, evaluating and acting upon quality objectives** and performance targets to facilitate continuous improvement in systems, processes and performance
- **Communicating and sharing performance measures** to employees and stakeholders
- **Analysing and responding to our performance** against our targets to ensure we continually improve our practices and our performance
- **Providing sufficient and suitable resources** to implement and maintain our Quality Management System.

Quality is a vital part of Zinfra Group's success and it is imperative that all employees and subcontractors conduct their work in a manner that does not compromise the company's policies and goals.