

Quality Assurance Policy

This policy applies to all Hindmarsh employees and contractors, including (without limitation) employees and contractors of Hindmarsh Construction Australia Pty Ltd, HCA Queensland Pty Ltd, Hindmarsh Living Pty Ltd, Hindmarsh Corporate Pty Ltd and any other related entities at the date of this policy or at any other time.

Hindmarsh Quality is more than the delivery of a product which merely meets client expectations. Quality is the high degree of excellence Hindmarsh seeks from all employees and contractors no matter the area of business; no process is above this expectation. Every position within Hindmarsh has influence on continual improvement and the delivery of our promises to customers.

Compliance with this policy will be monitored, audited and continually reviewed so as to remain effective and aligned with all of our operations.



Rowan Hindmarsh
Chief Executive Officer



Hindmarsh Quality Pledge

We seek to deliver this policy by:

- Effective and active leadership at every level of the organisation engendering a culture of quality and pride in everything we do.
- Listening to our customers to understand and balance their needs and expectations with those of our contractors, employees and the community and endeavour to give full satisfaction to all.
- Recognising client satisfaction via formal surveys and via regular client meetings and as confirmed by Quality related records generated throughout project delivery.
- Setting and continually reviewing measurable Quality performance objectives and targets.
- Planning for actions to address risks and opportunities and developing objectives and actions proportionate to the potential impact on conformity of products and services.
- Utilising evidence-based decision making where possible from accurate measurements of product, process, and system characteristics
- Investigating and seeking to implement innovative initiatives, technology and methodologies which assist in delivering a quality outcome. Developing alliances with our subcontractors and working with them to jointly improve performance.
- Implementing and maintaining the Hindmarsh Management System and its Quality elements to ensure all potential hazards and risks are identified, evaluated, and eliminated or controlled.
- Learning from our ongoing experiences and sharing information across the group, turning lessons learnt into positives for ongoing development. Involving our people in Hindmarsh's development, utilising their collective knowledge and experience, recognising their contribution and provide an environment in which they are encouraged and motivated to participate and realise their full potential.
- Ongoing training and development of employees and other workers / contractors to Hindmarsh.
- Ensuring leadership accountability.
- Continual improvement of our quality awareness through ongoing monitoring, auditing, reporting and analysis, complimented by ongoing feedback at all levels.
- Ensuring resources are provided to meet the aims of this policy.
- Regular review of this policy to ensure its effectiveness and relevance whilst ensuring that objectives are being met.