



## CONCRETE & CONSTRUCTION P/L

### QUALITY POLICY STATEMENT

GBG Concrete & Construction is committed to a philosophy of continuous quality improvement in all its service provision. GBG is guided by our commitment to quality in all decisions and actions to provide a product and service that meets or exceeds our customer's expectations.

**GBG aim to achieve this by:**

- Providing a high level of service to our customers with as minimum cause of complaint as possible
- Ensuring that when complaints are received, they will be attended in a timely manner with a view to establish causes and prevent recurrence
- Maintaining a trustworthy and ethical environment that provides long-term employment, development and growth to all employees
- Developing our technology and infrastructure to meet our customer's expectations and the ever changing demands of the market place
- Providing all employees with the information, training and tools necessary to perform their job in the most efficient manner possible
- Committing to meet contractual and regulatory requirements through our Quality Management System.
- Committing to periodic reviews to ensure continued suitability

This policy is applicable to GBG in all its operations and functions including those situations where employees are required to work at various locations. GBG is committed to long-term growth, profitability, and employment of our personnel and will achieve this by preserving and improving our reputation as a provider of quality products and services with an approach and attitude of "Quality First"

A handwritten signature in blue ink, appearing to read 'B. Hatty'.

**Brian Hatty**  
**Managing Director**  
**Mar 2021**