QUALITY POLICY

Dowsing Group is a diversified civil subcontractor that delivers specialised services across hardscapes, profiling, slipform, diamond grinding and grooving, and civil services that work hand-in-hand to provide a range of complementary solutions.

Dowsing Group and its Senior Leadership are committed to surpassing our client's expectations through consistent delivery of high-quality services.

To implement this policy, Dowsing Group commits to:

- Complying with applicable legislation, codes, standards and contractual obligations and utilising the disciplines of ISO 9001:2015 in our Integrated Management System (IMS);
- Ensuring staff know their roles and responsibilities and how to do the task being undertaken, and are supported with the appropriate training;
- Establishing measurable objectives and targets for the quality management system (QMS) to ensure continuous improvement aimed at elimination of reworks and non-conformance reports as is reasonably practicable;
- Employing competent personnel and providing them with appropriate supervision, training, information and resources;
- Proactive customer engagement and collection of feedback to understand their needs and requirements to ensure business processes consistently deliver against these requirements;
- Identifying, reporting and implementing corrective actions for all non-conformances; and
- Continuously improving upon the quality components of our IMS.

All staff at Dowsing Group and its sub-contractors have responsibilities to ensure that the intentions of this policy are understood, applied and maintained within their own activity area. This policy shall be reviewed every two years to ensure it remains relevant and current to Dowsing Group's activities.

Bohdan Dowsing
Executive Director

Paul Coates
Chief Financial Officer

THIS DOCUMENT IS UNCONTROLLED WHEN PRINTED