

QUALITY POLICY

Why we have this policy

We are committed to delivering high-quality outcomes that meet and exceed the expectations of our clients, stakeholders, and communities. Our commitment to quality is supported by our Building Positive Change Strategy, which sets out our objectives for positive social, cultural, environmental, and economic outcomes.

What this policy covers

This policy covers:

- Definitions.
- Principles:
 - Delivering projects on time, safety and cost efficiently
 - Fostering a culture of quality and accountability
 - Driving continual improvement
 - Leveraging digital tools and innovation
 - Committing to compliance and best practice
 - Contributing to broader outcomes
- Legal Obligations.
- Quality Awareness.
- Responsibilities.
- Supporting Documentation.
- Review.
- Feedback.

Definitions

Quality: At Cassidy Construction this means consistently delivering construction services, outcomes, and experiences that meet or exceed client expectations, comply with all contractual, statutory, and regulatory requirements, and support the company's strategic objectives. Quality is demonstrated through:

- Conformance to project specifications, drawings, and standards.
- Achievement of safety, timeliness, and cost efficiency targets.
- Effective management of risks, nonconformances, and continual improvement.
- Engagement and competence of all people involved in the project.
- Delivery of defect-free work, verified through inspection, testing, and client feedback.

In summary, quality is not just the absence of defects, but the proactive pursuit of excellence, reliability, and value in every aspect of our operations.

Principles

Delivering projects on time, safely, and cost-efficiently

We prioritise timely delivery, uncompromising safety, and value-driven solutions across all sectors we serve.

Fostering a culture of quality and accountability

Our people are empowered through engagement, training, and leadership to take ownership of quality at every stage.

Driving continual improvement

We continually refine our processes and systems through internal audits, management reviews, and lessons learned to enhance customer satisfaction and operational excellence.

Leveraging digital tools and innovation

We use industry-leading platforms to support collaboration, transparency, and quality assurance throughout our operations.

Committing to compliance and best practice

We meet all applicable requirements and maintain the highest standards of quality, aligned with ISO 9001:2015 and our certified management systems.

Contributing to broader outcomes

We recognise climate change and sustainability as critical factors in our operations and are committed to reducing our environmental impact, supporting social inclusion, and strengthening economic resilience.

Progress towards our quality and broader outcome objectives is tracked through our Achievement Plan and reported regularly to leadership and stakeholders.

We support sustainable development and long-term value creation for the communities we serve.

Legal Obligations

Our CCL Register of Legislation and other Requirements sets out the legal obligations and liability attached to this policy.

Awareness

We provide awareness of this policy at the time new people are inducted into our business and at other times should any subsequent amendments to the policy occur.

Responsibilities

The General Manager has overall responsibility for the implementation of this policy.

Supporting Documentation

- Quality Management System Manual.
- HSE Management System Manual.
- Quality Standards.

Review

A review of this policy occurs every two years or sooner in response to:

- Findings from internal or external audits.
- Incident investigations.
- Feedback/insights from our people and other interested parties.
- Legislative, client compliance, sector change and/or other.

Feedback

If you have any comments about this policy, please talk to your manager.