


QUALITY POLICY

Mitchell Water Australia Pty Ltd (Mitchell) has established a commitment to the implementation and maintenance of a total quality approach in our business operations. The delivery of high quality services and work output is our objective.

For our business to prosper and grow, we recognise the need for excellence in what we deliver and how it is delivered. Our aim is to ensure both a quality service is achieved through the development of a quality approach and attitude. We expect the personal actions of our staff and employees at all levels to strive for the achievement of maximum mutual benefit for all parties concerned in our business activities, and support Mitchell in future strategic directions.

We recognise that in order to achieve success, the maintaining of Quality Management is mandatory and will be achieved by:

- Complying with relevant quality management codes of practice, statutory obligations, standards, and specifications;
- Auditing, monitoring, reviewing, maintaining, and a commitment to continually improving the Integrated Management System, consistent with certification requirements of AS/NZS ISO 9001:2008, AS/NZS ISO 14001, and AS/NZS ISO 9001:2015;
- Committing sufficient and suitable resources to implement and maintain the Integrated Management System;
- Employing suitably skilled, experienced, and qualified people;
- Training and educating of our people in awareness and knowledge of quality issues and practices in order to continually improve their skills;
- Taking appropriate action through identifying, reporting, investigating and resolving all non-conformances to prevent reoccurrence;
- Taking action to improve outcomes by establishing and reviewing quality objectives and targets; and
- Evaluating and monitoring the quality performance of suppliers, subcontractors and consultants and conducting effective communication with them on quality and compliance issues.



Robert Shelton
General Manager
Mitchell Water Australia Pty Ltd
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