

QUALITY POLICY

Novel Group Pty Ltd will undertake civil construction work in accordance with the drawings, specifications and other legal requirements as issued by or as otherwise agreed with the client.

The Company seeks to consistently achieve a high standard thereby enhancing its reputation as a conscientious and reputable Civil Contractor who provides a significant level of customer satisfaction in the area of quality management.

Novel Group is committed to producing a high quality outcome to fulfil customer expectations, meet the specified project requirements and ensure company processes are maintained and continually improved.

Novel Group will fulfil this commitment and maintain achievable standards in quality management by:

- Complying with documents/specifications as appropriate to ensure that project requirements and contract obligations are fulfilled without constraint or compromise;
- Establishing and maintaining the Integrated Management System to meet the requirements of AS/NZS ISO 9001:2008;
- Ensure that this policy is understood, implemented and maintained through all levels of the organisation by the adoption of consultation, internal audit and review processes;
- Involving all employees, as Novel Group would be unable to achieve and operate to this high standard without the assistance and dedication to quality service and workmanship of the entire workforce;
- Continuously improving the effectiveness and suitability of the Management System by continual review of the processes and procedures used within the business.

The Quality Policy will be reviewed and updated regularly to ensure that it remains appropriate and relevant to Novel Group's environmental obligations and responsibilities.

Signed



Andrew Story
Director

Date: 15/12/2012