

## Quality Policy

SJ Traffic Management Pty Ltd has been established for more than 20 years with depot locations in Busselton, Bunbury and Albany. This Quality Policy forms a part of our integrated HSEQ management system which is the framework of policies, processes and standards that underpins our delivery of quality, safe and effective services in full conformity with internal, external, compliance and industry requirements.

SJ Traffic Management take pride in offering the following core services which encompass design, development and implementation of traffic management plans for:

- road and bridge construction,
- maintenance,
- mining and resources sector,
- public utilities services,
- emergency traffic response and,
- planned events,

where the work or event may have a direct or indirect impact on road users within the road reserves of state and local government roads in Western Australia.

### **Our purpose:**

To be the leading Traffic Management service provider in each of our regional locations.

### **Our commitments**

- Maintain an internally and externally audited Quality Management System (ISO9001)
- Meeting legal and contractual requirements.
- Continually improving our IMS.
- Review, monitoring, measuring, analysing and improving our product and services.
- Define clear quality related requirements, controls and plans that are measurable, verifiable, and meet the needs and expectations of key stakeholders.
- Strive for excellence and enhanced customer satisfaction.

### **Our objectives**

- Maintain and develop our motivated & skilled workforce.
- Engagement and commitment across all levels of the business to meet quality standards.
- Maintaining a culture of honesty, accountability and responsibility through process-based investigation and management of non-conformance which supports reporting to achieve shared learning and continuous improvement.
- Understanding and meeting the needs and expectations of interested parties.
- Ensure quality compliance by partnering with suppliers, sub-contractors and partners that can demonstrate the same commitment to meeting quality expectations.
- Establish mechanisms for all stakeholder consultation, communication, and engagement.
- Identify, manage and deliver solutions that address business opportunities and risks
- Incorporate effective risk management practices into our decision-making processes
- Provision of quality activities, resources, product and outcomes.
- define clear quality related requirements, controls and plans that are measurable, verifiable, and meet the needs and expectations of key stakeholders

This policy will be reviewed annually, and revised and re-published where necessary, to ensure that it remains relevant and appropriate to SJTM's activities. This policy will be communicated to stakeholder and interested parties.



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SJ Traffic Management Pty Ltd

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