

## Quality Policy

SMS Geotechnical Pty Ltd (SMS) is a unique team of highly skilled people who work together to foster a highly technical, supportive, and safe working environment.

Delivering quality outcomes to our clients is a shared commitment and allows us to deliver on our mission to uphold the principles of “*Quality in Construction*” maintaining a focused effort on both customer and applicable statutory and regulatory requirements.

We are committed to a quality management system that ensures compliance. Including general requirements for the competence of testing and calibration laboratories.

Working together we are committed to:

- Setting objectives via management review meetings and communicating these to all employees, and monitoring and reporting progress to SMS Board of Directors.
- Meeting or exceeding customer and all applicable standard, statutory and regulatory compliance in accordance with external accreditation.
- Meeting the needs and expectations of all clients to uphold a high level of client satisfaction.
- Continually evaluate, review and improve the effectiveness of the management system including via regular client feedback mechanisms.
- Maintains a reputation of honesty, integrity, quality and capability to uphold a high level of client satisfaction.

In compliance with this policy, and in pursuit of best practice, all employees must:

- Not disclose confidential information, at any cost, to a third party
- Not wilfully falsify test results
- Maintain integrity in accordance with this policy and all accreditation requirements.
- Maintain impartiality and should the risk of impartiality become apparent, management will be notified.

This policy will be reviewed periodically to ensure it remains aligned with our strategic objectives and priorities.



**Darren Shotton**

Managing Director  
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