

Quality Policy

At CBC Group (**CBC**), quality is at the heart of everything we do. We are committed to consistently delivering services that meet or exceed client expectations, comply with statutory and regulatory obligations, and drive continual improvement across all operations.

Our Quality Management System (QMS), certified to AS/NZS ISO 9001, provides the framework to ensure we achieve reliable, efficient, and high-value outcomes for our clients, employees, and stakeholders.

We will:

- Comply with all applicable quality standards, legislation, regulations, and codes of practice.
- Implement and maintain an effective QMS that supports consistent service delivery, operational excellence, and continual improvement.
- Embed a culture of quality where every worker is empowered to identify improvement opportunities and contribute to enhanced outcomes.
- Engage qualified and competent personnel, ensuring they are equipped with the knowledge, training, and resources necessary to deliver quality results.
- Apply a process-based and risk-based approach to identify, assess, and manage risks and opportunities that affect service quality and client satisfaction.
- Encourage open communication and collaboration with clients, subcontractors, and suppliers to maintain consistency, transparency, and compliance across our service chain.
- Identify, report, and resolve non-conformances through systematic investigation, corrective action, and the sharing of lessons learned.
- Evaluate the performance of our QMS through regular audits, management reviews, and stakeholder feedback to ensure ongoing suitability and effectiveness.
- Promote innovation and efficiency in the design and delivery of services to achieve continual improvement and long-term value for our clients.
- Communicate and consult with workers and stakeholders to promote awareness and understanding of quality responsibilities and expectations.
- Review this policy regularly to ensure it remains relevant to CBC's purpose, context, and strategic direction.

The SQE Manager is appointed as CBC's Quality Management Representative, responsible for establishing, implementing, and maintaining the QMS in accordance with AS/NZS ISO 9001.

All CBC leaders are accountable for demonstrating quality leadership, promoting a culture of excellence, and ensuring that CBC continues to deliver services "right the first time, every time."

Our Goal: Service excellence through collaboration, consistency, and continuous improvement, CBC strives to achieve excellence in service delivery and maintain the trust and confidence of our clients and communities.



Ellen Strawbridge
SQE Manager
03/06/2026

