

Quality Policy

B&J Catalano provides earthmoving, quarrying, civil construction, road construction, material supply and haulage to the mining, state and local government, commercial, industrial and haulage industries. Our high standard of quality is demonstrated in our commitment to identifying our customers, stakeholders and employees needs through our focus on solutions and quality outcomes for growth and satisfaction for all stakeholders.

We;

- Demonstrate our ability to provide quality services that meet our client's requirements whilst maintaining compliance to statutory and regulatory obligations which enhances client satisfaction;
- Understand and meet our client's needs by promoting confidence in our quality outputs through effective quality processes;
- Grow quality working partnerships and build mutually profitable relationships with our clients through two-way communications and resolution-based complaints management;
- Foster our employees to create innovation, teamwork, credibility and integrity through a shared vision by actively listening to all stakeholders, responding immediately and anticipating their needs and requirements;
- Encourage risk-based thinking by implementing controls to manage risk and non-conformances as identified for the services of our clients and our employees through a risk management process;
- All systems and processes have the goal of ensuring customer satisfaction is a key focus and that lessons learnt feed back into improved systems, processes and performance;
- Monitor, measure, analyse and review the quality and effectiveness of our services to ensure our quality management system is robust and sustainable;
- Through the evaluation of our internal and external auditing and the compliance to our objectives, policies, procedures, processes and measurable performance goals and targets, we drive continual improvement and best practice to assess suitability, adequacy, effectiveness and alignment with the business objectives evaluated at our regular management reviews.

B&J Catalano are committed to implementing and maintaining an effective quality system to support our continued competitive success and commitment to the achievement of our business objectives.



Signed copy of this Policy is on display in Reception

Managing Director
Bill Catalano

Director
Clem Catalano

Director
Stephen Catalano