QUALITY POLICY

O'LEX CIVIL CONSTRUCTION

At O'Loughlin Excavations Pty Ltd is Trading as OLEX Civil Construction we are committed to the development, implementation, execution and maintenance of its environmental procedures and enables us to promote and support the principles of environmental sustainability and recognises that a sustainable environment is central to our lives and our work, which meet the expectations of the Client, Environmental Authorities and Environmental and Community Group.

Our Quality Policy is based on the following principles:

1. Customer Focus: We prioritise customer satisfaction by understanding their needs, expectations, and requirements. Through effective communication and engagement, we aim to exceed customer expectations and deliver construction projects that meet their specific needs and ensuring that applicable local standards and regulatory requirements, and compliance obligations.

2. Leadership and Engagement: Our management team provides clear direction, establishes unity of purpose, and promotes a positive working environment where employees are engaged and empowered to contribute to the success of the QMS. Leadership ensures that the Quality Policy and objectives are communicated and understood at all levels of the organization.

3. Process Approach: We follow a systematic approach to our construction processes, ensuring that they are well-defined, documented, and controlled. By analysing and continuously improving these processes, we strive for efficiency, consistency, and enhanced quality in all aspects of our operations.

4. Continuous Improvement: We foster a culture of continuous improvement throughout the organization. We set, monitor and measure objectives and key performance indicators, gather customer feedback, and conduct internal audits to identify areas for improvement. Our commitment to ongoing improvement drives us to implement corrective actions and preventive measures, leading to better performance and increased customer satisfaction.

5. Engagement of People: Our success relies on the skills, expertise, and commitment of our people. We invest in their development and provide training opportunities to ensure they have the necessary knowledge and competence to perform their roles effectively. We encourage employee engagement, involvement, and empowerment in the improvement of our processes and the achievement of our quality objectives.

6. Relationship Management: We believe in building strong relationships with our suppliers, subcontractors, and other stakeholders. By selecting reliable partners who share our commitment to quality, we can maintain consistency and reliability in the materials, equipment, and services used in our projects. Effective open and transparent communication and collaboration with our stakeholders help us meet their expectations and achieve mutually beneficial results.

7. Evidence-based Decision Making: We base our decisions on reliable data and information, ensuring that they are accurate, timely, and relevant. By using a data-driven approach, we can assess risks, evaluate opportunities, and make informed decisions that contribute to the overall effectiveness of the QMS.

Our commitment to quality is communicated to all employees, subcontractors, and stakeholders involved in our projects. Regular training and awareness programs are conducted to ensure that everyone understands their role in meeting ISO 9001 requirements and supporting our Quality Policy.

As we strive to consistently improve our operations and deliver high-quality construction services, we remain dedicated to upholding the requirements of ISO 9001 and achieving the highest levels of customer satisfaction.

This policy will be reviewed annually by Senior Management and will be communicated to all staff and external providers and be available to interested parties upon request.

Dwane O'Loughlin
Managing Director, August 2026

