

## QUALITY MANAGEMENT MANUAL

Procedure Title	Scope, Mission and Policy Statement	Procedure and Revision No:	QP 00 Rev <b>12</b>
Department	Organisational Statement	Effective date	<b>21 February 2022</b>
Approved	Trevor Freestone	1 <sup>st</sup> Issue Date	07 July 2010

### 1. Scope of the Quality Management System

The control of civil engineering projects specialising in roads, earthworks, civil works, civil structures and associated civil engineering activities. The manufacturing and supply to the industry of asphalt bituminous surfacing products and emulsions. Plant hire, fleet management and maintenance of construction vehicles and plant.

### 2. Vision and Mission

#### 2.1. Vision

To be leaders in the field of road construction and earthworks, providing top quality work to our clients whilst being competitive and achieving high productivity levels.

We will maintain our focus on our employees as our main asset, by training and continually uplifting them and the communities within which we operate.

#### 2.2. Mission

To maximize our CAPACITY as leading Civil Engineering Contractors by innovative growth strategies which are sustainable and designed to ensure quality workmanship through effective LEADERSHIP and a commitment to COMPLIANCE, giving us the freedom to remain flexible in our approach.

### 3. Quality Policy

As the management team of **Hillary group of companies**, we commit ourselves to comply with the requirements of the ISO 9001:2015 standard, as defined within our Quality Management System. We are also committed to complying to other legal requirements that are applicable to our industry. We will position ourselves to be a leader within our industry and maintain that professional reputation with pride.

Through the management review which is part of the operations meeting will provide a framework for establishing and reviewing company objectives.

To live up to our mission statement and to achieve our objectives, we will strive to build the organisation with a hands-on approach. We will provide the framework for our team of qualified, committed and enthusiastic people within which they can develop themselves to become the cornerstone of the business.

We strive to constantly deliver the highest quality construction service. This requires from us a commitment to quality in all our activities from the careful selection of service providers to the ongoing monitoring and measurement of processes. Our aim will further be to build and maintain mutually beneficial relationships between all role players within our value chain.

We will further manage our business to ensure optimum business growth, with a distinct focus on client satisfaction resulting in client retention which would translate into financial success for all stakeholders.

The management team and personnel will strive to find ways to continually improve the Quality Management System. To ensure that it continues to add value to the business, not only through market credibility, but also through internal pride.

To achieve the high standards, we set for ourselves and the service which we provide it is essential that every member of the team is suitably qualified, competent and motivated, not only to do the job right but to continuously strive for improvement and excellence.

The organization will ensure that the quality policy is communicated and understood by all employees through ISO awareness training.

To strive to continually improve our services provided to clients, through the use of this Quality Policy, quality objectives, performance evaluation including audit results, corrective actions and at Management Review.

As market leader we will entrench our position through continued focus on innovation and efficiency within all processes within the business.

The management of the organisation will ensure that the quality policy is reviewed for continuing suitability, this will be performed as part of the operations meeting.

To consistently provide products and services in a manner which will satisfy client requirements in all respects.

We pride ourselves in being ethical.

#### 4. Boundaries and applicability of the scope of certification

Management determines the boundaries and application of Quality Management System to establish its' scope by considering:

- The external and internal issues referred to in Clause 4.1 of the ISO 9001:2015 Standard.
- The requirements of relevant interested parties referred to in Clause 4.2 of the ISO 9001:2015 Standard.
- Consistency in the quality of the applicable products and services of our Company.
- Customer satisfaction through effective application of the Quality Management System.
- All statutory, regulatory and/or legal requirements; and
- Establishment of suitable processes for improvement of the Quality Management System.

The scope of the Quality Management System will apply to the following areas:

##### 1. **Hillary group fixed locations**

- ***The control of civil engineering projects specialising in roads, earthworks, civil works, civil structures and associated civil engineering activities. The manufacturing and supply to the specific site of asphalt. Fleet management and maintenance of construction vehicles and plant.***

- ***Head office at 9 Yster street (Hillary Construction, Polokwane Surfacing and AmPlant) with all the functions will form part of the scope of the QMS***
  - ***Plot 22 Palmietfontein (AmPlant and Polokwane Surfacing) with all of its functions will form part of the scope including Logistics as well as Asphalt production under Polokwane Surfacing (Pty) LTD***
2. Hillary group temporary construction sites (projects)
- The control of civil engineering projects specialising in roads, earthworks, civil works, civil structures and associated civil engineering activities. The manufacturing and supply to the specific site of asphalt. Fleet management and maintenance of construction vehicles and plant. This will be done as per scope of the tender document for each project.
3. The exclusion for this scope will be *Design and development of products and services. The exclusion is based on the fact that Hillary does not design the roads rather than built what's designed by the engineers.*