

At **ALTONA PLUMBING AND CIVIL**'s goal is to undertake plumbing and civil works to a standard that satisfies our client's needs and provides a quality service.

In pursuit of our goal, **ALTONA PLUMBING AND CIVIL** implement the following strategies:

- \* **Client Relationships**
  - Developing an affable, mature and professional relationship with clients;
  - Creating a forum for open communication between our Director's and our Clients;
  - Maintaining Client relationships through regular catch ups and feedback;
- \* **Implementation**
  - Planning works;
  - Providing processes and controls;
  - Monitoring standard of workmanship;
  - Taking a lead in the industry by developing innovative ideas;
- \* **Training**
  - Providing staff with relevant external training so that they are competent and confident in their work and to provide Continued Professional Development;
  - Providing regular in house training to all staff to allow employees to continually develop skills and competencies;
  - As a host employer within an industry training scheme we provide a safe and constructive environment for Apprentices to learn and develop;
  - To keep employees abreast of updated policies and procedures, toolbox talks are undertaken regularly.
- \* **Compliance**
  - Review and comply with contractual obligations;
  - Take appropriate action where performance does not meet expectations;
  - Comply with Statutory obligations including the requirements of Water Corporation and the Plumbers Licencing Board;
  - Provide and maintain compliance with all relevant Worksafe legislation by planning, developing, implementing and monitoring our health and safety systems;
  - Hold the relevant licences to undertake our works;
- \* **Ethics**
  - We have policies and procedures in place to manage bullying and harassment in the work place;
  - We have a policy that addresses the issues caused by drugs and alcohol in the work place;
  - Our OHS&E policies outline our principles and ethics towards safety in the workplace;

At Altona Plumbing and Civil, our values are also communicated to our workforce through our bi-monthly publication, the 'Altona Times', and encourage open communication between the workforce and management at all times.

We ensure that our employees are aware and understand our Quality Assurance Policy and regularly develop tools to apply quality controls to our projects in order to assure that we provide a quality service.

We will continue to conduct regular reviews of this Policy to maintain currency and relevance to applicable legislation, regulations and other statutory requirements.

Signed By:



Trevor J Byrne  
Director