

## 1.0 Scope of Services

Taylors consults in the areas of Urban Development, Built Environments and Infrastructure. Professional services include land surveying, town planning (land and built form), engineering, project management, urban design, architecture, design guidelines, and landscape architecture.

## 2.0 Statement of Commitment & Intent

At Taylors, quality starts with our vision and values and is embedded in our culture which highlights the value we place on continual improvement and innovation. We are committed to having a client-centric focus in all that we do and strive to be the consultant of choice within our market, and the employer of choice within our industry. Taylors employs a dedicated HSEQ team and operates under a Quality Management System which provides the foundation for this commitment.

## 3.0 Strategy for Implementation

To achieve this commitment, we will:

- Implement and maintain a quality management system designed to embrace and develop all facets of the business
- Promote risk-based thinking at all levels to identify risks and opportunities for our business
- Provide leadership from all levels of management to promote customer focus and continual improvement
- Involve top management to ensure that the quality management system is compatible with our strategic direction
- Identify, monitor and review internal and external issues that affect our business
- Identify, monitor and review the interested parties relevant to our quality management system and understand their needs and expectations
- Set measurable quality objectives
- Make this Policy readily available to all interested parties

## 4.0 Commitment to Legislative Requirements

Taylors acknowledges its responsibilities in meeting relevant legislative requirements. We are committed to satisfying all applicable requirements, both legislative requirements and our compliance obligations to the International Standard ISO 9001.

## 5.0 Commitment to Continual Improvement

Our quality management system is monitored, measured and assessed to facilitate the continual improvement of our quality performance.

## 6.0 Policy Performance Review

The Board evaluates the performance of this policy and our quality objectives on a regular basis.

Board Approval

Date: 17 / 05 / 2019



**RICHARD CIRILLO**  
Managing Director