



## Quality Policy Statement

The Soil Conservation Service seeks to be the most trusted provider of specialist end to end services in environmental consulting, conservation earthworks, program management and project delivery.

We strive to deliver consistently high quality commercial projects which:

- generate superior levels of customer, stakeholder and staff satisfaction
- are collaborative and innovative
- add value and enhance our environmental legacy

Customers and stakeholders can be assured that SCS is committed to:

- Providing innovative environmental consulting services that rehabilitate and improve degraded environments
- Utilising a highly experienced and knowledgeable team to build practical and innovative solutions that enhance local environments
- Connecting with local communities, suppliers, advice and networks

- Setting the industry standards for project design and construction
- Continual improvement across all areas of business operations including use of the Integrated Management System Improvement Request (IR) system
- Regular performance measurement, monitoring, analysis and communication

Our specific quality objectives are:

- To achieve full compliance with all customer and regulatory requirements as represented by customer service ratings (net promoter score) and project completion on time, on budget and to specification
- Staff that are properly trained and resourced to deliver quality services to our clients

The Soil Conservation Service has a commitment to continuous improvement in its day to day and project management activities and delivers these objectives via its maintenance of an effective quality management system which complies with AS/NZS ISO 9001:2015.

This commitment to quality is shared by all members of our team.

**Tim Ferraro**  
**General Manager**  
**1 August 2018**



## Work Health & Safety Policy Statement

The Soil Conservation Service is committed to the health and safety of our employees and of other people who may be affected by our operations. We pursue best practice in Work Health and Safety.

Safety is our highest priority regardless of project difficulty, cost or urgency.

Our prime safety objectives are:

- A zero lost time injury rate
- To report 100% of incidents within 24 hours and investigate them within 72 hours
- To achieve and maintain a zero harm workplace.

The Soil Conservation Service reviews and revises these safety objectives during the annual Management Review of our Integrated Management System and WHS Operational Plan. These objectives are published and communicated to all relevant personnel. The data generated by our Integrated Management System such as incident, accident and injury statistics and non-conformance data is used to continuously monitor these objectives.

In addition, the Soil Conservation Service is committed to:

- Complying with all relevant WHS legislation including the *Work Health and Safety Act 2011 (NSW)* and the *Work Health and Safety Regulations 2017 (NSW)*
- Continually improving our Integrated Management System in accordance with the requirements of AS/NZS 4801:2001 Occupational Health and Safety management systems
- Proactively identifying hazards and risks to drive continual improvement, which is the foundation of our Integrated Management System



- Providing employees with appropriate training and resources to safely perform their jobs
- Rehabilitating injured workers with early return to work
- Consulting with employees on WHS issues including in the development and implementation of an Annual WHS Operational Plan.

The Soil Conservation Service's commitment to achieve the highest level of safety is shared by all members of our team and we require all subcontractors, suppliers and visitors associated with our operations to abide by this policy.

**Tim Ferraro**

**General Manager  
1 August 2018**



## Environmental Policy Statement

The Soil Conservation Service seeks to be the most trusted provider of specialist end-to-end services in environmental consulting, conservation earthworks, program management and project delivery.

We strive to deliver consistently high quality commercial projects which:

- generate superior levels of customer, stakeholder and staff satisfaction
- are collaborative and innovative
- add value and enhance our environmental legacy.

Our commitment the creation of a positive environmental is reflected through the work we do and in the delivery of projects which comply with applicable legislation, industry standards and best practices, contractual requirements and corporate policy.

Our environmental objectives are:

- To achieve zero reportable environmental incidents
- Best practice compliance with on-site environmental controls (Reviews of Environmental Factors, development consents, licences, etc)
- Working with Local Land Services on the implementation of the NSW Government Resource Efficiency Policy (GREP).

To support these objectives, the Soil Conservation Service:

- Has implemented and maintains a documented Environmental Management System compliant with ISO 14001:2015
- Immediately responds to, and reports on site environmental incidents
- Considers environmental impacts during planning and decision-making processes
- Includes relevant GREP considerations in its procurement processes and supports continual GREP implementation
- Disposes all waste in appropriately licensed facilities
- Respects neighbours by minimising waste, dust and noise
- Continually improves its Environmental Management System through regular reviews of its Integrated Management System including Improvement Request processes and environmental risk analysis via an Environmental Aspects Table

The Soil Conservation Service's commitment to the environment is shared by all members of our team.

**Tim Ferraro**  
**General Manager**  
**1 August 2018**

