

## QUALITY

HDS Australia is a well-established civil engineering and project management consultancy operating from offices located in Adelaide, Melbourne and Sydney.

In establishing a vision for the future of HDS Australia and corporate goals to sustain that vision, the Directors and Senior Management Team are committed to ensure that, and remain accountable for, the delivery of quality of service to our clients at all times.

### Vision

To be recognised by our clients as the best provider of services in our chosen markets.

HDS Australia's four core values are to:

- Provide our clients with high quality services in a timely and cost effective manner;
- Maintain high ethical standards in our dealings with all stakeholders in our business including clients, staff, suppliers, shareholders and the broader community;
- Maintain a positive working environment for our staff in which successful outcomes are encouraged and acknowledged; and
- Maintain a safe working environment for our staff and ensure that the services we provide produce safe outcomes for the community and the environment.

### Quality Goal and Strategy

Our goal is to maintain an effective working quality system which is certified to ISO9001:2016 – Quality Management Systems, encompassing all of our activities and locations and drives continuous improvement and enables us to achieve our vision.

This will be achieved by ensuring all staff are aware of their quality related responsibilities and act to continually improve the effectiveness of our quality system through process improvement techniques and increased client focus.

### Quality Culture

Notwithstanding legal requirements and the professional standards and guidelines of the Institute of Engineers, Australia and its Code of Ethics, our culture is identified by the following characteristics:

- A cohesive and proactive management team committed to product and service quality, client focus and the wellbeing of employees;
- Motivated employees who take responsibility for product and service quality and continuous improvement based on objective and accurate measurement, and
- Honest and open communication between employees and with clients.

**JOHN OLSON**  
Managing Director

**SIMON CHARTIER**  
Operations Manager