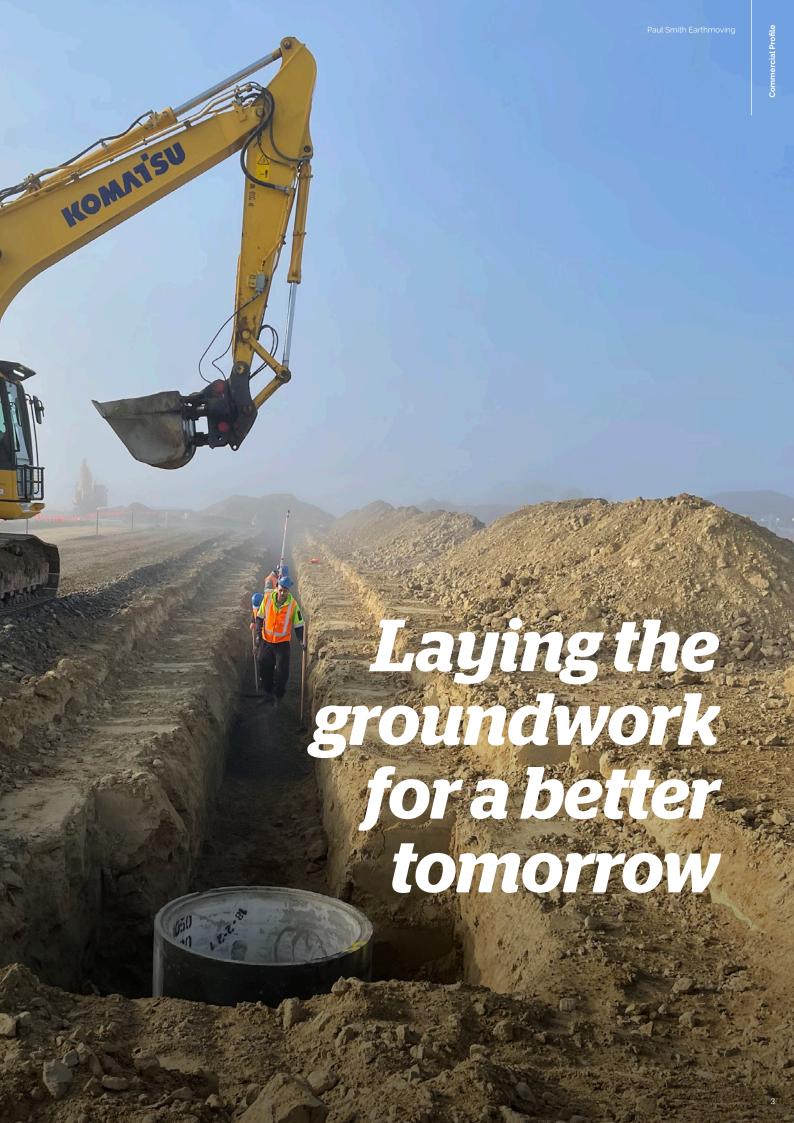
Head Office - Timaru 55 Sheffield Street, Washdyke, Timaru, 7910 PO Box 2103, Washdyke, Timaru, 7941 P 03 688 2001 | F 03 688 2552 PAUL SMITH Earthmoving www.pse.co.nz | 0800 773 2011

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Who we are

Paul Smith Earthmoving was established over 35 years ago and is a major force in the earthmoving and civil industry within the South Island.

We have built a strong reputation by working closely with clients to successfully deliver projects. We pride ourselves on the strength of our relationships and our ability to deliver quality and value to our clients. We have delivered numerous projects in all types of ground conditions and in challenging and diverse circumstances. We believe that we have the experience and proven track record to deliver. We are innovative, skilled and efficient at what we do.

Our company has a strong commitment to developing and maintaining long term relationships with our existing and potential clients.

The achievement of this is underpinned with our key five values:

- By being Customer Focused we understand what we need to deliver.
- Through Teamwork we do this efficiently.
- With Innovative and Creative solutions, we treat each client and job as an individual to give a tailored outcome.
- We Deliver on what we say we will do thereby ensuring long-term trust, respect and integrity is not only gained but also maintained.
- By operating in a Safe and Environmentally Responsible manner we enhance the wellbeing of our clients, staff and community.

These values combined ensure management and staff take pride in producing high quality, well managed work on every project.

Management and staff take pride in producing high quality, well managed contracts. We take a collaborative approach to ensure client contract objectives are met. From the beginning of a project until the completion you can be assured that any project will be well managed to achieve your objectives of time, cost, safety, quality, and environmental management.

Paul Smith Earthmoving like to be involved early in the design phase, where an "Early Contractor Involvement" approach allows us to pass on our experience and contribute to value engineering from the outset. We believe this allows cost savings to be delivered in the early stages of a project which can offer the most effective whole of life benefits and long-term practical value.

Paul Smith Earthmoving has branches in Christchurch, Timaru, Central Otago, Ashburton, Greymouth and Twizel and is and preferred contractor for a number of high-profile clients and organisations throughout New Zealand

Certifications & Memberships















Specialising in Commercial Construction

For your commercial project, we bring the right mix of technical and management experience to ensure successful delivery.

Whether managing the entire project, or working in partnership with other contractors, our team is fully trained, resourced, and have the working knowledge to get the job done on time, on budget and to quality requirements. Our recent clients and partnerships include Foodstuffs, Fletcher Living, Armitage Williams, Downer, Hawkins, McConnell Dowell, Southbase,

Leighs, GHD, Opus, Milward Finlay Lobb, Fonterra, Synlait and others. Whether you wish to involve us at the start, once the planning is underway or for the construction phase only – you can expect a proactive, practical team that is focused on best-for-project thinking and achieving a positive long-term outcome for you.



Services

- Demolition
- Bulk Earthworks
- Building Platform Construction
- Gravel Raft Construction
- Removing Contaminated Materials
- Supply & Installation of all Underground Services
- Construction of Drainage Systems Soakage Pits, Retention Basins, Swales, Ponds
- Road Construction & Surfacing

We have a proven track record for delivering large residential and commercial developments on time, to budget and with the highest quality. Our experienced team, from plant operators to project managers, intricately understand the processes involved in developing a subdivision.

We strive to build strong working relationships with stakeholders such as local council and utility providers

- Engagement and/or liaison with Energy & Utility Contractors
- Kerbing
- Rock Retaining Walls
- Line Marking
- Footpaths
- Soft & Hard Landscaping
- Fencing
- Testing & Commissioning

to allow us to work through issues quickly and effectively.

Our large resource of plant and labour, along with our integrated service offering, allows us to effectively become a single-point solution for our clients. All water and sewer installation, landscaping, concrete work, pipe laying, concrete supply, gravel supply is typically supplied and/or delivered by Paul Smith Earthmoving.

PAUL SMITH PAUL SMITH



OCEANIA DAIRY STAGE 2 CIVIL WORKS







Civil works project consisting of bulk excavation and fill earthworks for new building platform, earthworks and landscape bund construction, stabilised construction access, full construction of new roading, full construction of new pavements, kerb and channel installation and all associated drainage.

Referee

Phil Law - 021 383 809 Construction Manager (Babbage Consultants)

Delivery Type

Head Contractor

Completed

November 2017

Contract Value

\$8.2 million





Fletcher Living Ltd / Ōtākaro

THE EAST FRAME
RESIDENTIAL
DEVELOPMENT
(SUPERLOTS 3, 5, 6C & 7)

Location

Christchurch

Contract Value

\$3.1 million

Commenced

2019

Completed

Ongoing

Referee

Brent Hawes

E: BHawes@frl.co.nz



The East Frame Residential Development spans five city blocks and will take around nine years to complete, completed in stages. Overall, the development will consist of 900 homes and retail facilities. The development balances a mix of apartment types and townhouse typologies and recently won the "2021 Canterbury Architecture 'Multi-Unit' Award".

The development is being completed over multiple stages with multiple contractors, which has required a certain level of coordination with surrounding developing construction and trades. This emphasises Paul Smith Earthmovings ability to work collaboratively with the developer and separate contractors.

Scope

Paul Smith Earthmoving, so far, has delivered the following, for all 4 Lots combined:

- Cut to Waste 3,348m3
- Cut to Fill 1,080m3
- Import & Place Engineered Fill for Gravel Raft Construction, Site Levelling & Pavement Prep – 3,679m3
- Excavated, supplied, and backfilled 3980 lm of stormwater, wastewater & water mains & associated fittings, ranging in pipe size from DN 100 uPVC to DN600 RRJRC Class 4
- Supply & install all Drainage Systems Manholes, Stormwater 360 filtration devices, sumps, gully traps, downpipe connections, water meters, backflow preventers etc
- 802 lm of Electrical / Communications / Data trenching
- Soak-pit, Catchment Pond, Earth Bunds & Emergency Overflow Weir Construction
- Prep and placement of 4,724 m2 of 30mm & 50mm Asphalt Pavements
- Prep & placement of 1,608m2 of two-coat Chipseal
- Supply & installation of 594 lm of Kerbing (Kerb Only to Heavy Duty Kerb & Channels



The construction works are being completed in the Central Business District in Christchurch, near the Innovation & Justice and Emergency Precinct as well as the inner-city residential community living in the construction vicinity. Specific planning and management are required to complete these works due the high pedestrian and vehicle trafficable area. Paul Smith Earthmoving has developed specific and specialised Traffic Management Plans to reduce the public interface in the area and allowed production to continue without risk of third-party access to the work front.





Waimakariri District Council
COURTENAY DRIVE

I KOMATSU

Earthquake repair for the Waimakariri District Council that involved the removal of existing road surface, kerbs and features, Safe handling and disposal of asbestos contaminated crushed concrete used as the lower layer of the existing roads, installation of new sumps, manholes and connections to the existing networks (requires excavation of the asbestos contaminated layer), rehabilitation by granular overlay of around 900m of road with new kerbs, intersections with existing roads and other trac facilities, construction of shared paths, coordination and liaison with utility providers, including for the provision of street lighting for the new roads and paths, construction of plant beds and tree pits.

Referee

Gavin Lake - 029 775 6030 Roading Recovery Programme Manager (Waimakariri District Council)



Head Contractor

Completed

July 2018

Contract Value

\$957,777









CBD renewal project consisting of excavation, removal and replacement of the existing road pavement, kerb and channel and footpaths and installation of interlocking pavers along with all associated ground and pavement preparation works. Water and stormwater renewal and installation works.

Referee

Kurtis Perrin-Smith - 03 769 8611 Utilities Manager (Grey District Council)

Delivery Type

Head Contractor

Completed

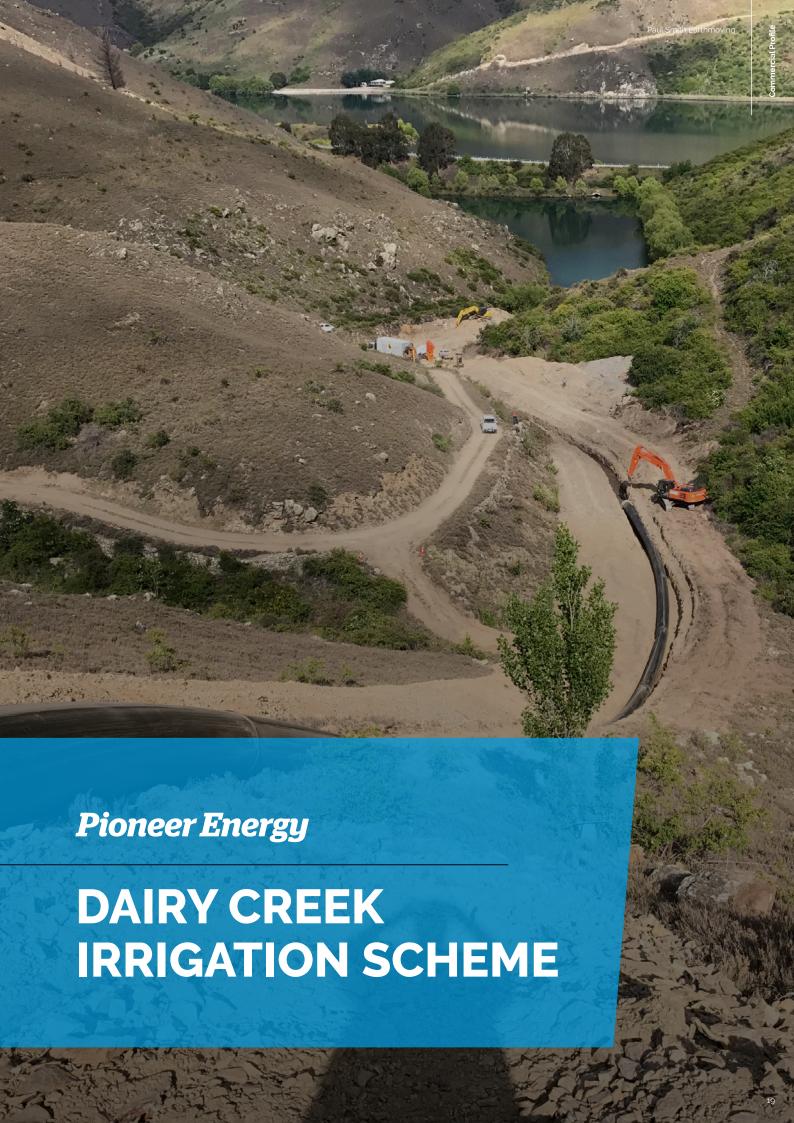
November 2017

Contract Value

\$1.4 million







The scheme takes 1.9 cumecs of water from the Dairy Creek inlet on Lake Dunstan. The inlet is about 3km north of the Clyde Dam and the water source goes naturally under State Highway 8, the actual water take is further up the hill on the other side of the road from the dam. The project range stretched over 14km of challenging country in pipe sizes from 1000mm HDPE to 316mm HDPE and at full production the scheme will deliver over 2000lps to various shareholders ranging from dairy horticulture and viticulture.

Referee

Tony Jack - 027 733 2555 (Pioneer Energy)



Head Contractor

Completed

August 2018

Contract Value

\$1.1 million







Amuri Irrigation

AMURI IRRIGATION SCHEME CULVERDEN

Delivery Type

Sub Contractor

Completed

December 2017

Contract Value

\$5.5 million

Works Description

This contract included the construction, installation and commissioning of the pipe distribution network of over 130km. Further to the pipe network was construction and integration of the intake infrastructure (ponds), road crossings and river crossings. The Amuri Irrigation scheme delivers water to over 22,000 hectares in the Amuri Basin, taking water from the Waiau and Hurunui Rivers. The North Canterbury farmland was threaded with a network of pipelines totalling 130 km. The scheme delivers pressurised irrigation water to 160 property offtakes including isolation, flow measurement and pressure management.

Referee

Paulus Andreassen - 021 244 6364 Construction Manager - Irrigation Infrastructure (Monadelphous)



Pioneer Energy

UPPER FRASER HYDRO POWER SCHEME

Delivery Type

Head Contractor

Completed

June 2019

Contract Value

\$3.6 million

Works Description

The Upper Fraser project included 4000m of high pressure GRP installation in both 1100mm and 1000mm this was extremally technical with over 123 bends that required full concrete encasement. The pipe was installed through challenging countryside that required drill and blast and installation of a pipe bench on the side of a slope that exceeded 60% in places. The last 950m of the Penstock is high pressure steel. This was continually welded in situ and paint coatings re-instated to ensure the durability of the pipe line was not compromised. The steel penstock was installed on a 58% slope. Our team worked diligently up the hill installing 12m sections at a time. The upper Fraser power scheme is the second highest head scheme in New Zealand at 490m and is a landmark project in the power generation industry.

Referee

Tony Jack - 027 733 2555 Development Engineer (Pioneer Energy)







Aggregates

Paul Smith Earthmoving operate a number of quarries in the South Island which supplies quality aggregates for the construction of our projects. Our range includes aggregates and road bases, specialty sand, railway ballast and gabion rock, as well as bulk fills.

We also have a Memorandum of Understanding with Ecan which allows us to apply for a permit to extract

river metals from any river site in the South Canterbury. We own all the required plant & equipment to extract, screen and crush, if necessary, the aggregates. Our team and equipment can extract the materials and produce aggregates that meet any quality requirements.

Plant list

All the listed machinery and equipment is 100% owned by PSE and additional plant is available on hire if required. PSE prides itself on all plant and equipment being in excellent condition and has a fully serviced workshop to complete all planned and required maintenance.

Item	Capacity	No.
Grader Caterpillar 12H	Large	4
Grader Caterpillar 14G	Large	1
Grader Komatsu GD305A	Large	1
Grader Caterpillar 130H	Large	1
Grader Caterpillar 140H	Large	1
Excavator Caterpillar 320D	23T	6
Excavator Caterpillar 325DL	25T	1
Excavator Caterpillar 320 C	20T	2
Excavator Sumitomo SH210-5	21T	1
Excavator Caterpillar 320DL	24T	3
Excavator Komatsu PC200-8	20T	5
Excavator Komatsu PC 300-8 LC	35T	4
Excavator Hyundai140LC-7	14T	1
Excavator Komatsu PC 130-8	14T	2
Excavator Komatsu PC 120-6	12T	1
Excavator Komatsu PC88MR-8	8.8T	2
Excavator Doosan DX80	8T	1
Excavator Doosan DX60	6T	2
Excavator Bobcat E63	6T	1
Excavator Hyundai 55-7	6T	2
Excavator Hyundai 60CR-9	6T	1
Wheeled Excavator Hyundai R55 W-9	5T	1
Wheeled Excavator Hyundai R55 W-7	5T	1
Excavator Komatsu PC30MR-2	3T	1
Excavator Bobcat E26	2.6T	1
Excavator Bobcat 1.8	1.8T	3
Scraper 627G (with GPS)	45T	2
Bulldozer Caterpillar D6T	25T	1
JCB (1 with GPS)	14T	2

Item	Capacity	No.
Komatsu 240 with GPS		1
Truck 6m2 Isuzu (3 axle)	6m3	13
Water Cart Trucks	14000L 10000L	1 2
Truck & Trailer units	26ton	9
Trailer Unit 5m2-8m2	8m3	21
Tipulator	10m3	5
Bottom Dumpers	12m3	2
Loader Komatsu 380	3.5m3	2
Loader Komatsu 350	3.5m3	2
Loader Komatsu 320	2.5m	1
Loader Hyundai 770	4.5m3	1
Roller Dynapac Construction Roller	14T	6
Roller Dynapac CC-2200 Tandem Drum	9T	1
Roller Pacific Towable	11T	1
Roller Rubber Tyre	11T	3
Roller Vibracom Construction Roller	10T	1
Roller Cat CB-34 Tandem Drum	5T	2
Roller Sakai SW 350 Tandem Drum	3.5T	1
30T		
Roller Pedestrian		1
Plate Compactors	Various	60
Transporter Heavy Haulage 4 Axle	34T	2
Transporter Heavy Haulage 3/8 Rows	44T	2
Transporter Heavy Haulage 3 Axle	29T	1
Tractor and Broom	4T	1
Signs & Safety Equipment	Full Resources	
Grader Cat (with GPS)	12H	1

Work Safe Methodologies

Pre-construction Activities

The following details activities/contract requirements that need to be completed before construction starts:

- Pre-Construction meeting to take place between Paul Smith Earthmoving, engineers' representatives, and other parties as appropriate to establish safety practices and protocols which are appropriate for this project to ensure a collaborative safety approach
- · Confirmation of Inspection Test Plan
- Confirmation of Insurance
- · Confirmation of Site-Specific Safety Plan
- Confirmation of Construction Programme
- Confirmation of Traffic Management Plan -Preliminary TMP appended

Site Induction

Before carrying out any activity on the site, all personnel are to attend a Project Site Induction. These inductions will be carried out by senior management, who will maintain records of everyone who has participated. The content of the induction will include:

- Welcome to the project
- Project Description and Scope of Works
- Project Management Team
- Emergency Response
- · Site Communication and Consultation Site

Safety, Risk and Environmental Controls including:

- Site Safety Rules
- Personal Protective Equipment
- Drug and Alcohol Policy
- Incident Reporting
- Quality Controls
- Plant and Equipment
- Responsibilities and Accountabilities

Environmental Management

Environmental management methods to manage silt, sedimentation, spills, noise, dust and the protection of trees and vegetation during construction. The tenderer shall demonstrate familiarity with any attached consents and indicate key inspection points in their submitted programme. This is to include the mitigation of tracking sediment and waste out of the site into public areas.

PSE holds the Environmental ISO 140001:2015 qualification and recognises environmental management as one of its company imperatives and has established policies, programmes, and practices for conducting operations in an environmentally sound manner. We are committed to integrating such policies, programmes, and procedures into our daily business.

When undertaking activities, the company's goal is that all adverse effects on the environment will be avoided, remedied, or mitigated to an appropriate degree.

PSE recognise the need to protect the biosphere. Consequently, we will take all practical steps to minimise and strive to eliminate any pollutant release that may cause environmental damage to the air, water, or earth or its inhabitants. PSE dispose of all wastes through safe and responsible methods. We favour disposal to recycling facilities where such exist.

PSE will make every reasonable effort to use environmentally safe and sustainable energy sources to meet our needs. We will conduct activities considering the efficient use of energy and materials, the sustainable use of resources, that minimisation of waste generation, the safe and responsible disposal of residual wastes and the need to avoid, remedy or mitigate adverse effects on the environment. We will modify our services and the activities we conduct by scientific and technical understanding to prevent serious or irreversible environmental degradation.

Any sediment discharge as part of dewatering activities needed in the trenches will be treated using appropriate control measures like turkeys' nest before discharging into the grass berm. A silt fence will be installed for works near all waterways to control sediment runoff.

In terms of Compliance and Reporting, we measure environmental performance; conduct regular environmental assessments of compliance with company requirements, legal requirements, and these principles; and periodically provide appropriate information to employees, the authorities and the public. We have not been the subject of any cautions, fines, or prosecutions about environmental issues.

Paul Smith Earthmoving 2002 Ltd shall ensure that any development activity disturbing the soil is carried out in a way to prevent soil erosion and to stop silt and sediment from entering the stormwater system or watercourses. We extensively educate, train, and motivate employees to conduct their activities in accordance with the Company's Environmental Policy. Concrete washings, water blasting, equipment washing, concrete - these works can all pollute waterways unless care is taken. These products cause problems as they can be highly alkaline or contain oxides, heavy metals, or petroleum products. Awash pit bund will be constructed to capture the discharge from concrete and equipment washings. This will be carried out offsite at a location prearranged and approved. The utilisation of a silt fence, a temporary barrier of filter cloth (woven geotextile fabric), will be used to intercept sediment-laden runoff from small areas of soil disturbance where required. The filter cloth is anchored to the slope firmly by burying it or using large rocks to secure it. Plastic or wire mesh, or similar can be used to reinforce silt fence cloth. This will be installed in any vulnerable areas.

Decanting earth bunds will also be constructed from topsoil or clay. They can be assembled quickly and can be in any shape. For this reason, we'll have the ability to assemble and disassemble quickly as work progress and are then completed.

Another easy, effective method we will adopt is the Hay Bale Barrier. These will be used to intercept sediment. Again, they can be assembled quickly and easily. Stocks of all sediment controls will be located at the Laydown area to access them quickly should something unexpected come up.

Noise control, including provision for noise monitoring and noise controls (elimination/isolation and minimisation)

Noise shall be limited to comply with the requirements of NZS 6803 "Acoustics – Construction Noise". We will adopt the Best Practice option to minimise the effects of noise generation and comply with NZS 6803 by including, in the planning of the work, factors such as plant placement, programming the sequence of operations and other management functions, noise insulation and silencers.

Machinery will be maintained to a high standard, and preference will be given to using equipment that is new and well maintained to minimise noise.

Where there is the possibility of a significant work sequence where noise will be a factor over an extended period, neighbours will be notified in advance and regularly updated.

NZS 6803 provides the following guideline noise limits for construction and maintenance works.

PSE acknowledges the best practice restrictions for staff working on construction sites there 85 Decibels (dB) - the "Action Level" where hearing protection is required. 90 dB - the OSHA, 8-hour average exposure limit. 100 dB - exposures longer than 15 minutes are not recommended. 110 dB - regular exposure of more than 1-minute risks permanent hearing loss.

All Staff will wear the appropriate PPE, including Ear protection, to meet Best Practice Standards to a minimum of Class 5 tested to AS/NZS 1270.

Quality assurance plan

We are ISO 9001:2015 certified. ISO 9001:2015 is our overarching management system. This system is built upon our Quality Assurance Manual and Work Procedures.

The Quality Assurance Manual provides overarching procedures for each aspect of our business. These are defined under Quality Planning and Control, Contract Management and Review, and Cost Management and Control. Each procedure references relevant legislation, regulations, by-laws, and internal company documents to ensure relevant standards are understood. The Quality Assurance Manual specifies records management processes that occur through our online directory and Vault, both backed-up daily. Company Work Procedures provide the processes required for field operations to ensure consistency of on-site delivery. Employees are trained and signed-off

in these processes. Regarding identifying, controlling, and rectifying non-conforming work, 'QA022 Disputed, Rejected, Returned and Non-Conforming Work, Product or Services Procedure' will be followed to ensure a satisfactory client outcome,

To ensure the requirements of our system are met, we conduct regular internal audits of our operations. These include formal on-site audits, formal systems audit, and informal job observations. These measure contract performances against the requirements of the contract. Results are verified through a six-monthly external review of the system through the ISO 9001:2008 reaccreditation process. We utilise the Vault software system for recording audits from which we run reports to monitor and evaluate systems. This occurs through formal management meetings and board reports.

Means of recording, reporting, and invoicing from commencement to completion/handover

Paul Smith Earthmoving has extensive and proven financial operational and project management systems. Our financial systems ensure we closely manage all relevant claim and variation information to assist client budgeting through a 'no surprises' approach. We use Workbench Project Management software specifically designed to capture, record, and report financial information and produce claims. Claims can be forwarded monthly and backed up with detailed information supporting claim quantities.

Daily logs also record on site matters such as staff and equipment on-site, operations are undertaken. These can be forwarded weekly, if required, along with a weekly report. In addition to this, the Contractor's Representative, Ryan Tinnelly, will maintain an up to date project file of all documentation required by the approved quality plan. As a result, accurate monthly claims are produced and substantiated, and accurate cost to complete reports are readily available. All variations will be sent to the client for approval by the Contractor Documents. Before our monthly claim submission, this ensures that the client has sufficient time to allocate budgets towards variation works. By submitting regular updates regarding financial information, ensures that the client is kept up to date with all current and future financial information for forecasting and budgeting purposes. Paul Smith Earthmoving can produce a weekly claim if necessary or required as our records are kept up to date using a daily recording of employees and plant hours and supplier cost. Paul Smith Earthmoving has a proven track record in financially managing contracts to the highest level.

Paul Smith Earthmoving runs several operational and plant system solutions to enable our Supervisors and Managers to keep on top of a project in real-time. These include:

- Leica™ icon GPS A GPS Smart Antenna for onsite positioning projects that provides precise and reliable measurements using GNSS technology and other communication functions.
- Leica™ Geosystems iControl 3D Grading solution

 Provides automatic blade control of both slope
 and elevation, dramatically increasing machine
 utilisation and ensuring smooth, highly accurate
 grading to 3D project design.
- ERoad™ A secure, approved vehicle hardware device that allows us to manage and track our plant movements and utilisation and improves safety outcomes. This ensures an efficient project that is run to the appropriate quality and timeframe requirement.
- Workbench™ Workbench provides a comprehensive job management software solution enabling us to tightly monitor Labour, Plant, Materials and Sub Contractors against detailed Budgets.
- Microsoft Project Professional [™]- This allows
 us to efficiently plan projects, track status, and
 collaborate with others involved virtually to keep
 our projects, resources, and teams organised and
 on track.

Health & Safety Leadership

In line with our Health and Safety Policy Statement, we are committed to Health and Safety as a business imperative that underpins the operational efficiency and effectiveness of our business. We have a comprehensive Health and Safety management system that works hand in glove with our Quality Management system, and this is backed up by the VAULT™ end to end Environmental and Health and Safety computer and smart mobile system that we use to record, review, monitor and audit Health and Safety across the organisation.

We have a systematic Health and Safety approach across the company, which has been updated to reflect the new provisions of the Health and Safety at Work Act 2015 (HSAW Act) and the new regulations.

Management provides leadership and commitment to our Health and Safety approach, understand the policies and procedures and are acutely aware of the company's responsibilities. They have their performance reviewed against these provisions through regular performance reviews. Appropriate procedures are in place. The appropriate resources are provided to take, as far as reasonably practicable, steps to effectively control risks through proactive hazard identification of new and existing hazards. Risk assessment and monitoring is applied to ensure continuing effectiveness.

We hold the OHSAS 18001 and ASNZS 4801 qualifications. We are prequalified by NZTA for physical works, hold Site-safe Green status for the company and run Site-safe accreditation for most staff across the company.

All employees are appropriately trained and supervised in their designated roles and functions and hold the appropriate licenses and certifications, which are reviewed annually. Staff on this contract will hold Safe Site cards. They are aware of their responsibilities under the HSAW Act and the policies and procedures that we have to make these imperatives function accordingly. All employees have the opportunity to be fully involved in health and safety management and are consulted and represented by qualified (NZQA) Health and Safety representatives.

We have procedures in place to report all incidents, accidents and near misses promptly and accurately and to investigate the same with immediate causation analysis and corresponding identification of corrective measures. These are regularly disseminated to all staff so that all learnings are appropriately integrated to correct and safe actions. In relation to the safety plan requirements detailed in the specification document we will produce a comprehensive SSSP that reflects this contract's individual aspects.

All trench excavations will be gated off with orange 1m high gates and tied to keep the public from entering the job site. Stands will be fitted to the bottom of the gates for stability. Gates will be kept to a minimum as the trenches will be backfilled as the job is completed, and only joins. Service connection will be kept open until pressure testing, sterilisation and commissioning have been completed.

As part of the safety procedures, PSE has a strict process of ensuring capability and compatibility with all workers, subcontractors and stakeholders on-site with our Induction process.

This Project Site induction will be carried out by the onsite Manager of Paul Smith Earthmoving, and records of the inductions, daily start-up briefings and all safety documentation will be held on-site.

Quality Assurance Philosophy

Paul Smith Earthmoving 2002 Limited recognizes its responsibility as a provider of quality products and services.

To this end, PSE has developed and documented a Quality & Environmental Management Manual (QEMM).

The QEMM provides an overall consistent approach to all PSE operations and has been developed to enable an integrated business approach. The purpose is to provide a set of processes and procedures that are simple, practical and workable that meet internal requirements as well as leading to certification under the ISO 9001:2015 standard and the ISO 14001:2015 standard with any upgrades, as appropriate, across all PSE operations.

The QEMM provides comprehensive evidence to all customers, suppliers, and employees of what specific controls are implemented to ensure product and service quality.

While PSE's goal is to consistently provide both our internal and external customers with the products and services that meet their requirements, we also want to make the most of every opportunity to improve and grow our business.

This Manual defines the requirements of the PSE Quality and Environmental Management System (QEMM) and includes the:

- Quality and Environmental Policies
- Quality and Environmental Objectives
- Responsibilities in relation to the environment and quality
- Procedures and processes to address quality and environmental risks, opportunities, and legal responsibilities
- Guidance on the successful implementation, operation, and continuous improvement of the QEMM
- The QEMM is verified annually by an external thirdparty auditor (Telarc) to confirm compliance with ISO9001:2015 – Quality Management Systems and ISO14001:2015 – Environmental Management Systems.

System Processes

All the processes begin with the customer and the establishment and documentation of what the customer requires. Defining customer requirements is essential to the process. Guidelines have been prepared detailing best practice work methods that must be followed to ensure consistency and reliability in the product we produce.

Having delivered our product or service to the customer, processes have been established to gauge the level of customer satisfaction. This is achieved through on-going project meetings with clients which provides feedback. This information is analysed and reviewed providing vital feedback on our performance as well as identifying opportunities for improvement.

It is the responsibility of management to study the results of customer feedback, along with, internal and external audits, management reviews and project meetings to ensure potential improvements are investigated and appropriately implemented.

The management of resources (people, materials, equipment, and time) is the responsibility of management and these are continually evaluated to ensure the quality of our products and services.

Quality Management Principle

Under ISO9001:2015, PSE's quality management system demonstrates that it consistently meets customer expectations with the products and services it provides and aims to enhance customer satisfaction.

The PSE QEMM is based on the quality management principles of:

- Customer focus achieving sustained success by meeting customer requirements and exceeding expectation.
- Leadership leaders at all levels create a unity of purpose and engage staff to achieve the quality objectives of PSE.
- Engagement of people competent, engaged, and empowered staff are critical to the success of PSE in achieving quality objectives.
- Process approach consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes within the QEMM.
- Improvement continuous improvement is necessary to maintain existing performance levels, react to changes in internal and external conditions and create new opportunities.
- Evidence based decision making ensuring decisions are based on the review and analysis of data and information and understanding cause and effect relationships and potential unintended consequences.
- Relationship management relationships with clients, suppliers and other interested parties will influence the performance of PSE.

This QEMM demonstrates PSE's commitment to productivity, quality, environmental management, cost control, customer satisfaction and managing risk in all facets of the business.





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