

QUALITY POLICY

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ABOUT

JJM CONSTRUCTION LTD.



VISION

To be the preferred source of quality construction services and products while building an enduring, innovative and successful organization.

“BUILDING TO LAST”.

MISSION

- To specialize in road building, heavy civil and marine construction
- To supply construction materials and delivery services
- To provide quality project supervision and workmanship through recruitment, training and systems support
- To foster a corporate culture where our employees have a safe, respectful and rewarding work environment
- To deliver projects on schedule and on budget
- To maximize the utilization of resources
- To seek business opportunities that optimize our multi-disciplinary capabilities

QUALITY STATEMENT

JJM is committed to providing quality work to our customers that meets the project standards and specifications for materials, workmanship, tolerances, schedules and public service while maintaining profitability and competitiveness.

JJM seeks to achieve quality by instilling the principle of “Building to Last” in the efforts of all levels of staff.

JJM ensures continual improvement through quality processes which are directed by a strong management team.

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ABOUT

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UNDERLYING VALUES

SAFETY is to take continuous action to ensure a safe work environment for employees, subcontractors and the public.

QUALITY is to take continuous action to build quality.

ENVIRONMENT is to develop and maintain a corporate culture of environmental stewardship.

INTEGRITY is to follow honest and transparent business principles in all that we do.

COMMITMENT is to do what we say we are going to do.

ENTREPRENEURSHIP is to continually seek out opportunities to be challenged and to grow.

ACCOUNTABILITY is to be leaders who take responsibility and ownership for what we do.

ACKNOWLEDGEMENT is to take pride in achievement and to celebrate successes.

STEWARDSHIP is to recognize JJM as a valuable resource, to manage it wisely, and to take responsibility to preserve it for future generations.

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QUALITY COMMITMENTS

OF JJM CONSTRUCTION LTD.



To be the preferred source of quality construction services and products while building an enduring, innovative and successful organization.

QMS STRUCTURE

- A Quality Management System organized to support and satisfy the requirements of ISO 9001:2008.
- Prepare procedure manuals, quality management plans, process flowcharts, work methods, operational policies and forms.
- Plan work processes.
- Control product and service activities.
- Establish Annual Corporate, Division and Individual Goals.
- Prepare and distribute Annual Business Plan.

CORPORATE ORGANIZATION

- Develop and maintain an organizational structure.
- Communicate organizational structure internally and externally.
- Define responsibilities and inter-relationships for key positions.

SAFETY

- Ensure that safety is a primary consideration in all we do.
- Develop and maintain a Safety Management System.
- Develop and maintain a corporate safety culture.
- Become an industry leader in safety performance.
- Conduct Health and Safety Risk Assessments and prepare supplementary project-specific Health and Safety Plans and Safe Work Procedures as required.

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ENVIRONMENTAL MANAGEMENT & SUSTAINABILITY

- Develop and maintain a corporate culture of environmental stewardship.
- Develop and maintain an Environmental Management Program.
- Conduct Environmental Risk Assessments and to prepare project-specific Environmental Control Plans as required.
- Establish and implement Corporate Sustainability Goals and develop Best Practices for key activities of project management
- Develop & maintain a sustainability program with a designated sustainability champion to stimulate & foster opportunities for sustainability
- Conduct our construction activities and day-to-day operations in as sustainable a fashion as possible.

CUSTOMER FOCUS

- Use a strategic approach in selecting projects that will meet the Annual Business Plan goals.
- Develop and maintain an Estimating Management System.
- Be selective in choosing our customers and type of projects.
- Ensure that JJM has the ability to meet our customers' requirements.
- Select suppliers and subcontractors based on their ability to meet our customers' requirements.
- Review project tenders to ensure that our customers' requirements are adequately defined and clearly documented.
- Ensure our customers' requirements are communicated to all relevant employees before initiating the project.
- Deliver projects according to our customers' contract specifications.
- Provide innovative solutions on complex and demanding projects.
- Maintain a mutually beneficial relationship with selected customers.
- Understand our customers' current and future needs.
- Undertake a customer satisfaction survey at the completion of each project.

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HUMAN RESOURCES

- Develop and maintain a Human Resource Management System.
- Provide a work environment that fosters growth and retention of all employees.
- Become the employer of choice within our industry.
- Hire best available employees based on qualifications and experience. Maintain adequate staffing levels.
- Provide training to employees in accordance with the Quality Management System.
- Evaluate effectiveness of training through internal audits, customer feedback and performance evaluations.
- Ensure employees are aware of how their work activities contribute to the achievement of quality.
- Establish a process for individual staff to develop personal annual goals. Conduct individual staff performance reviews.

FINANCIAL MANAGEMENT

- Monthly financial reporting.
- Manage all projects based on established budgets.
- Consider cash flow implications in all transactions.
- Maintain profitability on an annual basis.

ASSET MANAGEMENT

- Take a long term approach to asset acquisition and management.
- Own and operate an equipment fleet to satisfy corporate goals.
- Operate and service equipment to maximize lifespan.
- Prioritize the utilization of internal equipment.
- Provide and maintain adequate equipment to meet the project needs.
- Establish a system for tracking, maintaining, storing and delivering small tools and inventory.

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PROJECT MANAGEMENT

- Develop and maintain a system to manage construction projects consistently and effectively.
- Manage projects to meet financial and corporate goals.
- Complete construction projects on schedule and on budget.
- Prepare project-specific Quality Control Plans.
- Complete documentation required to verify that customer and Quality Management System requirements are being met.
- Provide projects with adequate resources.
- Evaluate suppliers' and subcontractors' ability to meet project and Quality Management System requirements.
- Ensure that materials are approved, received, preserved, and installed as required.
- Ensure nonconforming products and materials are identified, documented, secured and clearly identified to prevent unintended use.
- Establish a process to manage changes to the project.

PROCUREMENT

- Make procurement decisions based on the Quality Management System.
- Develop and maintain a Procurement Control program.
- Establish a system to ensure the proper labeling, packaging, handling, storage and delivery of materials.
- Maintain a mutually beneficial relationship with selected suppliers and subcontractors.

DOCUMENTS AND RECORDS

- Develop and maintain a control system for the Quality Policy Document, Procedures Manual, Work Methods, Operational Policies, Forms, Reference Standards, Specifications and Contract Documents.
- Ensure that Records and other Audit Evidence are maintained in an organized manner, stored in a suitable environment and disposed of in accordance with documented procedures.
- Ensure that all confidential documents and records are maintained according to Privacy Legislation.

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PROCESS VERIFICATION

- Ensure that the defined contract requirements have been identified and adequately addressed during the work and that they have been fully reviewed prior to project completion.
- Establish decision points in all process flowcharts to verify that requirements are being met.
- Manage process verification through the use of controlled documents.
- Calibrate all measuring, inspection and testing equipment utilized to verify the accuracy of the results.

SYSTEM VERIFICATION

- Conduct internal audits of the Quality Management System to ensure continued conformance to the requirements.
- Conduct Management Review Meetings to evaluate the results of internal audits and ensure continued effectiveness of the Quality Management System.

CONTINUAL IMPROVEMENT

- Continually seek ways to improve processes.
- Review results identified through internal audits, statistical analysis, personal observations and customer interviews.
- Identify any areas of concern.
- Initiate corrective actions.
- Develop preventive actions to improve quality.

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QUALITY MANAGEMENT SYSTEM OF JJM CONSTRUCTION LTD.



QUALITY MANAGEMENT SYSTEM

The **Quality Management System (QMS)** of JJM has been organized to support and satisfy the requirements of ISO 9001:2008 as shown on the following figure.



The **Quality Policy Document** describes JJM's commitment towards quality, customer satisfaction and continual improvement.

The **Procedures Manual** describes the processes necessary to satisfy the commitments laid out in the Quality Policy Document.

QM Plans, Work Methods, Operational Policies and Forms add details of specific tasks within the Procedures Manual and are utilized to ensure satisfactory and consistent work performance.

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ENVIRONMENTAL POLICY STATEMENT



JJM Construction Ltd. recognizes that the construction industry can have a significant impact on the environment. JJM is committed to conducting its activities in an environmentally responsible manner. JJM's goal is to meet environmental protection standards expected by the community at large and by government, and to strive to exceed those standards.

To accomplish this, JJM will:

- Develop and maintain a corporate culture of environmental stewardship;
- Develop and maintain an Environmental Management program;
- Conduct Environmental Risk Assessments and prepare project-specific environmental control plans as required;
- Commit to training and educating our staff and promote a culture of minimizing our environmental impact;
- Meet environmental requirements defined by legislation, regulation, government directives, standards, Best Practices and other applicable environmental standards;
- Ensure that planning and operational decision making at JJM gives great consideration to how our actions impact the environment and how we can manage and actively mitigate environmental impacts;
- Integrate environmental protection into our business by planning activities to avoid or mitigate adverse environmental impacts;
- Ensure that subcontractors and their employees understand and adhere to JJM's environmental policy and procedures;
- Conserve resource use by efficient use of energy, by reduction of emissions and discharges, by eliminating unnecessary waste and by recycling where practical;
- Ensure that response to any environmental incidents associated with JJM operations is swift and effective; and
- Work towards continual improvement of our environmental performance and environmental management systems.

This policy applies to all JJM operations and on all JJM worksites.

John Miller, President
February 2014

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OCCUPATIONAL HEALTH AND SAFETY

POLICY STATEMENT



JJM Construction Ltd. is committed to providing a safe and healthy workplace with safety as a primary consideration in all we do. We value our employees, clients and the environment and we do not view any level of loss as an acceptable consequence of conducting our business. JJM recognizes the right of workers to work in a safe environment.

To achieve our goal of becoming an industry leader in safety performance, JJM invests in our employees to ensure that they have the best resources for safe and healthful working conditions as well as safe work rules, practices and job procedures based upon experience, safety training and competent supervision. JJM is committed to creating and maintaining a corporate safety culture that expects all levels of employees to refuse unsafe work; to actively participate in safety meetings and site inspections; and to report near miss incidents, injuries, equipment and property losses and environmental incidents when they occur.

Everyone at JJM has the responsibility to prevent accidents, injuries and equipment loss by observing established safety procedures, following the directions of supervisors and reporting unsafe and/or unhealthy conditions. As a company, we are committed to conducting Hazard Identification & Risk Assessments, preparing and implementing supplementary project-specific Health and Safety Plans as required and providing safety training. JJM is committed to the implementation of the health and safety program in a spirit of cooperation and consultation.

Where a worker has been injured, all efforts will be made to assist the worker to stay at work, with modified duties as required; and if the injury results in a lost time WorkSafeBC claim, JJM will work with the individual, his or her healthcare practitioner and WorkSafeBC to facilitate an early return to work through the JJM Stay at Work I Return to Work Program (SAW/RTW).

As we work together to achieve superior standards through the implementation of the JJM Occupational Health and Safety Management System, we will ensure our principle of “Building to Last” endures for future generations.

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John Miller, President
June 9, 2015