

Eco Logical Australia Pty Ltd (ELA) aims to attract technical leaders across all fields to help us consistently provide the highest level of quality for our clients. We are committed to consistently meeting and where possible, exceeding our clients' needs and expectations with regards to excellence in quality, timeliness, and value for money.

We recognise there are variables that have the potential to impact on the quality of our work and professional advice, and for this reason, ELA have established objectives and targets for quality assurance and client satisfaction. This allows us to monitor and measure outcomes that demonstrate our commitment to continual improvement for our performance.

In demonstrating ELA's commitment to delivering high quality services, ELA will:

- act ethically and responsibly in assessing and reporting our business operations
- implement and continually improve the integrated Business Management System (BMS) in accordance with ISO 9001 Quality Management Systems
- ensure that our clients obtain a prompt service that satisfies their specific needs
- ensure compliance with legislative requirements, standards, industry codes of practice and other legal requirements
- respond to quality issues and complaints by acting immediately and decisively, thereby improving our service delivery and company resilience
- identify, report and investigate non-conformances and take action to prevent reoccurrence
- reduce and eliminate errors and failures
- recruit and retain technical experts via our employee offering programs
- provide staff with suitable infrastructure, tools, equipment, and materials to enable them to carry out their duties
- educate and upskill our workers to continually improve their skills, awareness, and knowledge to deliver quality services and professional advice
- maintain and calibrate equipment in accordance with applicable standards
- engage suppliers and subcontractors that are aligned with our vision and consistently provide high quality services
- identify and consider potential implications of climate change and required adaptation throughout our service offering where possible, and
- communicate this Quality Policy to our workers, subcontractors, clients and the public.



Rachel Murray

ELA Operating Unit Leader

1st October 2024

