

Quality Policy

Eco Logical Australia Pty Ltd (ELA) is a leading environmental consultancy providing services in Environmental Approvals & Planning, Aquatic Ecology, Archaeology & Heritage, Bushfire Service, Consulting Arborists, Environmental Offsets & Bio Banking, Flora & Fauna, Geographic Information System (GIS) & Remote Sensing, Groundwater & Surface Water, Natural Resource Management, Restoration Ecology, Mine Closure Services and Environmental Training.

ELA's vision is to be the most sought-after environmental consultancy for clients and staff. We help our clients achieve the best possible outcomes for their projects and the environment.

We aim to attract technical leaders across all fields to help us consistently provide the highest levels 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 many variables that have the potential to impact on the quality of our work and professional advice. We will manage this through establishing objectives and targets for business improvements, set by The Executive, allowing us to monitor and measure continual improvements in the quality of our performance.

ELA is committed to:

- Act ethically and responsibly in assessing and reporting our business operations
- Maintaining an integrated Business Management System (BMS) that is certified to comply with AS/NZS ISO 9001 Quality Management Systems
- Consistently meeting or exceeding client expectations
- Ensuring that our clients obtain a prompt service that satisfies their specific needs
- Satisfying all applicable compliance requirements
- Communicating our vision to clients, staff, interested parties and the broader community
- Responding to quality issues/complaints by acting immediately and decisively, thereby improving our service delivery and company resilience
- Reducing and eliminating errors and failures
- Recruiting and retaining technical experts
- Providing staff with suitable infrastructure, tools, equipment, materials, and training to enable them to carry out their duties as required
- Allocating appropriate resources to ensure the Quality Policy is fully implemented.

ELA demonstrates this commitment through its integrated BMS. This Quality Policy will be reviewed annually by The Executive with final approval by the CEO.



Mark Adams
Chief Executive Officer
Date: 22 February 2022

