



ECOLLABORATION
RESILIENT LANDSCAPES - RESILIENT COMMUNITIES

Quality Policy

ECollaboration's objective is to satisfy the requirements of our customers and the marketplace by consistently and predictably providing services that conform to relevant specifications, codes, Australian Standards, supply agreements and contractual requirements in a timely manner.

To meet this objective ECollaboration is committed to implementing and maintaining a Quality Management System based on the requirements of the International Standard AS/NZS ISO 9001:2015.

ECollaboration's Quality Management System encompasses a disciplined and detailed system of strategic planning, budgeting, reviewing, client feedback, and reporting on the quality of the services we provide.

The core elements of the Quality Management System are:

- ✓ A comprehensive and concise review process that will ensure that our customers' requirements are fully understood
- ✓ Personnel who are clearly briefed and trained and are provided with the appropriate resources necessary to deliver our customers' requirements at all times
- ✓ Quality objectives, specific performance expectations agreed with our customers and Key Performance Indicators (KPI's) for all personnel to ensure we meet our objectives
- ✓ Processes to continually review and change the Quality Management System to maintain its integrity and to ensure it keeps pace with the evolution of our company, customers and industry requirements
- ✓ Reporting processes that providing information to our customers, Executive Management and personnel on the quality of the services we provide
- ✓ Observance and compliance with all statutory and regulatory requirements

These objectives are fundamental to our successful future and all employees are responsible for working in accordance with the documented Quality Management System and to review and identify ways to continually improve the system.

By these processes, we will continue to challenge and improve the quality of our services to meet the ongoing demands of our customers.

Our commitment to quality is fundamental to the concept of continuous improvement.

**Quality is the responsibility of all our employees,
suppliers and contractors.**

20 February 2019

