

At **Envar**, we pride ourselves on delivering our work right the first time to fulfil our customers' expectations and meet the industry, Australian, and international standards applicable to our work. We will achieve these outcomes by integrating our quality management processes into every aspect of our operations.

To achieve our commitments, together, we will:

Create and improve our system:

- Develop, implement, and maintain our management system, consistent with ISO 9001.
- Lead a proactive leadership culture that encourages stakeholder engagement and embeds a risk management mindset into every aspect of our business.
- Utilise objectives and targets to drive continuous improvement of our management system.
- Implement and refine our processes to prevent errors, defects, non-conformances, and rework.
- Engage with our employees and delivery partners to identify risks and opportunities for improvement.

Understand our requirements:

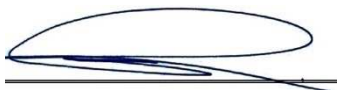
- Understand our customers' requirements, seek feedback on our performance, and measure satisfaction to raise the bar for quality and efficiency continuously.
- Comply with applicable legislation, regulations, codes of practice, licence conditions, contracts and other applicable requirements.

Deliver our work:

- Implement robust processes and plans specific to the work we are doing.
- Create and complete all necessary inspections, tests and audits to monitor and verify the quality of our services.
- Ensure our team members are trained, authorised, and competent to undertake their work activities.
- Establish mutually beneficial relationships with reputable vendors and delivery partners who share our commitment to quality.
- Work closely with our supply chain to ensure they meet or exceed our quality processes.

This policy is to be readily available to our employees, suppliers and delivery partners, workplace visitors, customers, and other stakeholders.

My signature below is a sign of my commitment to the contents of this policy.



Luke Rowlands
Managing Director
02/04/2024