

# QUALITY POLICY



The Environmental Group Limited (EGL) and its subsidiaries; Baltec IES, TAPC, Tomlinson Energy Services and EGL Water understand the importance of our commitment to building trust between our clients and our team, along with maintaining a reputation for reliability through the provision of high standards of service delivery and customer satisfaction. We believe that the provision of quality based services will be the cornerstone for future competitive advantage, better our reputation and ensure our long term success.

## **Our Commitment:**

- Ensure that we understand the requirements of each client and that EGL fulfils its contractual obligations and commitments at all times.
- Building open and lasting relationships with our clients, thus ensuring that we understand our clients' needs and service delivery expectations.
- Respond to client enquiries, questions and concerns and communicating with clients in a professional and timely manner.
- Understand and conform to relevant service, equipment and product, codes, standards, legislative and statutory requirements.
- Keep up to date with current issues, changes and innovations through maintaining membership in professional bodies within EGL's field of operations.
- Nurture a team based working environment to engage the EGL workforce, and to work together taking pride in our professionalism and work ethic.
- Maintain sufficient resources to meet client and business needs.
- Develop the skills and knowledge of the EGL workforce to ensure the workforce is informed, qualified and competent to deliver quality services to all clients.
- Continuously seeking feedback from our clients relating to the standards of service they receive.
- Continued conformance to the quality management system requirements stated in ISO 9001.
- Continually review the effectiveness of service delivery processes, and monitoring and measuring progress towards our stated quality objectives with the intent of continually improving our service to clients.
- Senior management to review quality objectives on an ongoing basis, or where significant changes to the operations of the business occurs; e.g. through the introduction of new technologies or changes to the way work is organised.

This policy applies to all activities undertaken or controlled by EGL.

A blue ink handwritten signature, appearing to read 'Lynn Richardson', is written over a horizontal line.

Lynn Richardson

Chairman, The Environmental Group Limited

