

QUALITY POLICY



EcoDrain Plumbing Services Pty Ltd is committed to meeting customer needs and maintaining and enhancing our position as both a recognised and respected name in the plumbing civil construction industry. Our Integrated Management System is designed to continually improve our quality service and demonstrate business excellence.

To consistently deliver a quality service that guarantees customer satisfaction, we will:

- Complete projects on time, on budget and in accordance with clients' requirements;
- Establish and pursue quality objectives and targets designed to improve customer service and satisfaction;
- Comply with all relevant legislation and regulations and other requirements that are placed on us or to which we subscribe;
- Maintain a competent and committed workforce that is fully understanding of our Integrated Management System policies, objectives and procedures;
- Consult with employees regarding customer requirements and processes and resources required for successful project outcomes;
- Monitor, measure and analyse to determine conformity with set processes and undertake regular management reviews to establish improvement initiatives;
- Engage with stakeholders to establish mutually beneficial relationships; and
- Maintain a Quality Management System in accordance with the requirements of AS/NZS ISO 9001

A handwritten signature in black ink, appearing to read 'T. Baxter', is positioned above the printed name and title.

Tim Baxter
Managing Director