

Quality Policy

It is Ecological Service Professionals' (ESP) policy that all team members shall act professionally and within their level of training and experience, to provide our customers with the highest quality advice on environmental issues, that continues to meet or exceed our clients' expectations.

To achieve this all team members will make every reasonable effort to strive for industry leading standards of performance to continually improve all aspects of our business.

The programs guiding our continual performance are developed in accordance with the internationally recognised AS/NZS ISO 9001 standard, and to comply with regulatory and statutory requirements. We aim to achieve our quality policy by:

- Benchmarking our performance against the global leaders in environmental consulting to identify opportunities for improvement;
- Understanding our market, key stakeholders and related risks and opportunities;
- Maintaining a culture of ownership and total employee involvement in achieving our quality objectives;
- Ensuring that our suppliers and sub-contractors are aligned with our policy and objectives, and are clear in the role that they play in ensuring our clients' satisfaction;
- Adequately resourcing the review of our performance and improvement of our business processes;
- Applying quality control assurance measures on project management and project delivery and ensuring that feedback results in opportunities to improve the way we operate.

Ownership, responsibility and accountability for quality within the business rests with all employees. Quality assurance and total customer satisfaction can only be achieved with the total involvement, commitment and pride of all employees at ESP. Our success in implementing this policy will be measured by our clients' continual satisfaction in the products and advice that we provide.



Signed: Dr Simon Walker | Director:

Date: 24 January 2020