



## Natural Area Policy Document

# Quality Policy

## POL-HSEQ-002



Quality  
ISO 9001



Natural Area Holdings Pty Ltd is a leading provider of environmental consulting, management and restoration services to a range of government and non-government clients in Western Australia. We recognise the importance of providing quality goods and services to our customers to ensure our reputation as a leader in the industry. All business units are committed to providing quality service and outcomes on all our projects for all our customers by meeting and exceeding the requirements of AS/NZS ISO 9001:2016 quality management standard.

To achieve this, Natural Area will:

1. Ensure customer enquiries are dealt with efficiently and by the relevant personnel with knowledge and expertise.
2. Achieve, maintain and exceed a level of quality to the satisfaction of customers which builds our reputation as a leader in the industry.
3. Provide the necessary training and inductions for all personnel and encourage them to seek out training opportunities to continue their professional development.
4. Ensure all personnel understand the level of quality expected from them in the day-to-day operations of the business.
5. Ensure quality management, including potential improvements to the system, is discussed at management meetings.
6. Comply to relevant legislation and use regulatory body advice when undertaking applicable procedures
7. Regularly review the NAH Quality Management Plan and Standard Operating Procedures to incorporate efficiencies, changes to legislation and changes to customer needs, and to demonstrate our commitment to the improvement of the quality management system.
8. Maintain documents to ensure records are kept and available for reference.

Luke Summers  
Director  
March 7<sup>th</sup>, 2019