



Natural Area Policy Document

Quality Policy

POL-HSEQ-002

Natural Area is a leading provider of environmental consulting, management and restoration services to a range of government and non-government clients in Western Australia. We are committed to delivering services by meeting and exceeding the requirements of AS/NZS ISO 9001 to maintain our reputation as a leader in the industry. We set measurable quality objectives, regularly review our processes, and actively seek feedback from clients and stakeholders to drive continuous improvement. All employees are responsible for upholding our quality standards, and management ensures that resources, training, and support are provided to achieve these goals.

The Natural Area policy in relation to quality is:

1. Ensure customer enquiries are dealt with efficiently and by the relevant employee 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 employees and encourage them to seek out training opportunities to continue their professional development.
4. Ensure all employees 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 with relevant legislation and use regulatory body advice when creating, updating and reviewing company policy and procedures.
7. Review the NAH Integrated HSEQ Manual 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.

This policy is reviewed annually and available on the Natural Area website and Teams (accessible to employees).

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Luke Summers
Director
2 January 2026