

ECL Engineering Control

Quality Policy

**QHSE Controlled Document
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1.0 Table of Contents

1.0	Change History	3
2.0	Approvals	3
3.0	Purpose	4
4.0	Scope	4
5.0	Policy.....	4
6.0	Policy Control	5
6.1	Responsibilities	5
6.1.1	Directors	5
6.1.2	Management Team	5
6.1.3	QHSE Manager.....	5
6.1.4	Personnel and Relevant Parties	5
6.2	Review & Monitoring	5
Appendix A	Quality Policy (Wall Version)	5

1.0 Change History

Revision	Date	Description	By
2a	15/2/2016	New template format. Minor changes to review section.	S McCallum
3	13/4/2017	Annual Review. AS/NZS ISO 9001:2016 update. Add NC and OFI systems	S McCallum
3a	29/3/18	Annual Review. Minor changes to wording.	S McCallum
3b	5/9/2018	Format standardisation & responsibilities further defined – no material changes to policy itself	G.Chapman
3c	10/10/2019	Annual Review. Updated to reflect integration of QHSE Manual.	J Cleland

2.0 Approvals

Director:



Date: 10/10/2019

QHSE Manager:



Date: 10/10/2019

3.0 Purpose

The purpose of this document is to clearly define as part of ECL Engineering Control (ECL) integrated QHSE management system the policy with regards to quality and continual improvement of the services we provide our clients.

4.0 Scope

This policy applies to all company personnel, activities and services.

5.0 Policy

Quality is important to our business because we value our clients and strive to provide services that meet or exceed client expectations. The ECL Quality, Health, Safety and Environmental Management System provides a framework for continually measuring and improving performance.

ECL is committed to complying with the requirements of the AS/NZS ISO 9001:2015 which includes the continuous improvement of the Quality Management System.

ECL has implemented the following systems and procedures to support total customer satisfaction and continuous improvement throughout our business:

- Gathering and monitoring customer feedback.
- Training and development for our employees and contractors.
- Peer review.
- Internal and external audit of our internal systems and processes.
- Quality objectives.
- Non-conformance and opportunity for improvement systems.
- Management reviews of objectives, audit results, customer feedback, non-conformances, opportunities for improvement and complaints.

Our internal procedures are reviewed regularly and are held in a Quality, Health, Safety and Environmental manual and on the network, which is made available to all employees.

6.0 Policy Control

This policy shall be set by the ECL Directors, executed by the ECL management team and overseen by the QHSE Manager. It is the responsibility of all personnel and relevant parties to implement and comply with this policy.

6.1 Responsibilities

6.1.1 Directors

The ECL directors are responsible for:

- Setting and approving the policy.
- Reviewing the policy suitability.
- Monitoring compliance and effectiveness.

6.1.2 Management Team

ECL management are responsible for:

- Executing the policy.
- Monitoring compliance and effectiveness.

6.1.3 QHSE Manager

The QHSE Manager is responsible overseeing the policy:

- Ensuring the latest copy of this policy is made available to all personnel and other relevant parties.
- Implementing and rolling out changes to the policy as set by the directors.
- Keeping personnel and other relevant parties adequately informed of policy changes.
- Establishing and maintaining reports and other information to monitor policy suitability, compliance, effectiveness, and reporting back to the management team and directors.

6.1.4 Personnel and Relevant Parties

All personnel and other relevant parties are responsible for:

- Implementing and complying with the policy.
- Giving feedback on policy suitability, compliance, and effectiveness to the QHSE Manager.

6.2 Review & Monitoring

This policy shall be:

- Reviewed for suitability (biennially or more frequently if required).
- Monitored for compliance & effectiveness (6 monthly or more frequently if required).

**ECL Engineering Control
Quality Policy**

Date: 10th October 2019

Review Date: 10th October 2021

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Approved by:

Director