

## Purpose

Our Vision is to make a difference for our clients, our people and the world around us. We are committed to providing high quality services and project outcomes to our clients and stakeholders. At Umwelt, a high-quality service or project outcome is one that:

- achieves customer satisfaction
- is delivered within an agreed scope, timeframe, and budget
- is technically and scientifically robust
- considers the needs and requirements of key stakeholders
- complies with relevant legal, regulatory and other requirements
- seeks to maintain or enhance the sustainability of client activities.

In striving to provide high quality services and project outcomes we will adhere to our values which are identified in our Strategic Plan. All employees actively assist in achieving our vision by working towards the following quality objectives.

## Culture

- Create and sustain a culture where all employees take responsibility for the quality of the service they provide.
- Focus on customer service including delivery within an agreed scope, timeframe and budget.
- Work as a team, supporting each other to achieve quality outcomes, taking into account the needs of clients, regulators, community and other stakeholders.
- Maximise efficiency, consistency and effective resource utilisation.
- Drive innovation and continual improvement of our performance.

## Skills and Competencies

- Clearly identify the resources, skills, and competencies relevant to each position and role.
- Provide necessary training, resources, and guidance for our employees.
- Ensure all relevant employees have the required skills and competencies to enable the project to be effectively and efficiently managed.
- Provide clear allocation and communication of roles, responsibilities, accountabilities, and expectations.
- Select the most appropriate project team for the job.

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Systems

- Implement, maintain, and continually improve our systems in an efficient, user-friendly manner, supporting our vision and values in line with the requirements of ISO 9001.
- Ensure that the client’s requirements for all projects are adequately identified, scoped and understood by the project team in close liaison with the client.
- Implement management review and quality control at regular intervals or key milestones during provision of, and prior to, finalisation of all services.
- Provide a supplier and subcontractor evaluation, selection and management process which seeks to maintain a quality service and protects the interests of Umwelt and its clients.

**Umwelt will continuously review, and as necessary improve, its quality management system to ensure that the above objectives are met.**

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