

Quality Policy

Pendragon Environmental Solutions is a multi-disciplinary group of consulting engineers, scientists and, project managers. It is our aim to be the leader in our industry by meeting the stated and implied needs of our individual clients.

This policy gives a clear indication of our attitude with regard to quality and recognises that this commitment is essential to the long term success of Pendragon Environmental Solutions with regard to its competitive position, reputation, and Client and Employee satisfaction.

The scope of Pendragon Environmental Solutions Quality Management System (QMS) applies to all key areas of service, including the provision of consulting services in the areas of:

- Hydrology, hydrogeology, and geochemistry.
- Environmental assessments and monitoring.
- Contaminated land and acid sulfate soils
- Environmental condition clearance and licencing.
- Hazardous material assessment and management.
- Auditing and environmental management systems.
- Waste management.
- Bushfire attack level assessments.

We assign great importance to quality management which must reflect a high degree of Client satisfaction. We strive to provide services, which in all respects meet or exceed our client's requirements for quality, safety, timing and budget.

To ensure these aims are met we have established and maintain a quality system which has been developed based upon the requirements of AS/NZS ISO 9001 and integrated with other management functions and regulatory responsibilities. Our Quality System is constantly monitored and upgraded through continual review and an internal/external audit schedule. We adopt a risk based approach to all elements of our work to ensure regulatory, statutory and quality requirements are satisfied and non-conformances mitigated. Pendragon Environmental Solutions have the following systems and procedures in place to support the aim of total customer satisfaction, quality management system compliance and continuous improvement:

- Regular gathering and monitoring of customer feedback.
- A customer complaints procedure.
- Selection and performance monitoring of suppliers against set criteria.
- Training and development for Employees.
- Regular auditing of internal processes.

Date	Revision	Reviewed/created by	Authorised by	Review/Audit	Reference
August 2017	5	Taryn Wren	RL	August 2017	PES –PP-01

- Measureable quality objectives which reflect the Pendragon Environmental Solutions business aims.
- Management reviews of audit results, customer feedback and complaints.

Though the Directors have ultimate responsibility for quality, all Employees have a responsibility within their own areas of work so helping to ensure that quality is embedded within the whole of the company.

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