



Engineering Australia

AE-POL-COM-1

Quality Policy

Adept Inspections and Training Pty Ltd (Adept) aim to be the inspection, training and testing provider of choice.

Adept recognises the importance of ensuring the highest level of quality in the services we provide and in order to achieve this, Adept is dedicated to quality and continuous process improvement for both customers and employees. It is our policy to achieve total customer satisfaction by delivering a high level of service, through established procedures and commitment to exceed customer expectations. Senior management are committed to setting and reviewing quality objectives, that reflect our overall strategic direction of the company.

A management system based on the requirements of AZ/NZS ISO/IEC 17020:2012, AS/NZS ISO 9001:2015 and the company's commitment to continual improvement has been developed to provide the control and discipline necessary to ensure our processes are carried out to the highest possible level of quality, and comply with all contractual, statutory, and other applicable requirements.

Adept ensures that it complies with all applicable legislation, regulations and codes of practice as set out by the government, state authorities and associated bodies.

The quality policy is based on these principles:

- Our staff are our key resources
- We will effectively analyse and monitor our performance to continuously improve our service and the Quality Management System
- We will endeavour to satisfy our client and end users' requirements
- We will ensure that service standards are current
- We will continually strive to conform to the requirements of all relevant legislative and regulatory requirements

This policy is made available to all persons working for Adept via company drives and common area notice boards and to the public via the company website and will be reviewed every 12 months.

A handwritten signature in blue ink, appearing to read "E. Svensk".

Elizabeth Svensk

C.E.O

07/07/2021

| Implementation Date | Last Review | Next Review | No. Pages |
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