



QUALITY POLICY

Vertech Group's core business is the supply of Inspection, Integrity, Trades, Construction, Infrastructure, and Access Solutions to the market sectors in which we operate, providing our customers with professional services of the highest possible standard.

We aim to provide highly trained and competent personnel as well as facilities, technology, methodologies, and equipment that are safe, environmentally friendly, and of high quality.

As part of our commitment to quality, we strive to ensure:

- ✔ Projects, campaigns, or work scopes are completed on time.
- ✔ We demonstrate leadership in developing and fostering an effective quality assurance culture focused on continuous improvement.
- ✔ We value and utilise employee input to improve service quality.
- ✔ We aim to achieve safety excellence in everything that we undertake.
- ✔ Operations are conducted in full compliance with relevant industry and legal standards, including ISO 17025 and ISO 17020.
- ✔ Positive relationships are developed and maintained with the client, ensuring we exceed quality expectations.
- ✔ All training, assessments, verification, inspections, and audits are carried out with the highest degree of professional integrity and technical competence.

Quality service delivery and stakeholder satisfaction is achieved through:

- ✔ The Vertech Group Integrated Management System (IMS) being accredited to ISO 9001:2015, ISO 29001:2020, ISO 17025:2017, and ISO 17020:2012.
- ✔ Developing, maintaining, and resourcing processes that support the consistent delivery of services to meet customer, statutory, and regulatory requirements.
- ✔ Ensuring projects, campaigns, or work scopes are completed on time and with proper planning.
- ✔ Measuring customer satisfaction regularly and setting clear objectives for improvement.
- ✔ Registering complaints and resolving them fairly, using them as learning opportunities to enhance service quality.
- ✔ Analysing and assessing the management system to ensure quality objectives are met or exceeded.
- ✔ Controlling costs to ensure they align with customer expectations.
- ✔ Continually improving the effectiveness of our IMS, undertaking audits, and conducting management reviews to monitor compliance and communicate outcomes.

Cameron Waters – Group Managing Director

Vertech Group Pty Ltd

