

## QUALITY POLICY

Cleanflow Environmental Solutions is a proudly Western Australian owned company specialising in Drainage, Sewer and Water asset industries. We are also one of the few truly West Australian-based companies dedicated to Research and Development, with a professional hands-on approach to bring forth innovative concepts and solutions to meet our client needs. Our experienced Research and Development team allows us to adapt specialized techniques to achieve services outside of our specialized areas. Our management and staff are committed to providing high quality products and services that meet and exceed our customer's expectations.

### Quality Objectives

The management and staff at Cleanflow Environmental Solutions are committed and will strive to:

- ✓ Provide an exceptionally high-quality level of products and services to our customers
- ✓ Manage our processes to maximize efficiency and productivity
- ✓ Follow up on services and products provided, to ensure customer satisfaction is maintained at a high level

As part of our systems and processes we will:

- ✓ Train, educate and communicate with employees, contractors, and other relevant interested parties regarding this policy and quality expectations where necessary
- ✓ Ensure that this policy is retained as documented information, and available to interested parties
- ✓ Define and meet objectives, by documenting and monitoring measurable quality targets
- ✓ Comply to statutory, regulatory, and other requirements
- ✓ Apply a Plan, Do, Check, Act methodology to our Quality Management System
- ✓ Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- ✓ Apply Risk Based Thinking within our systems, operations, and processes
- ✓ Conduct audits to verify core processes are effectively managed within the business as part of our Continual Improvement Process
- ✓ Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- ✓ Review this policy annually

The successful operation of the quality management system relies upon the co-operation and involvement of personnel at all levels. Our commitment to quality will ensure the continued success of Cleanflow Environmental Solutions and the satisfaction of clients, regulators, and staff.

Approved by:



Sandro Milieri  
Chief Executive Officer

Dated: 7<sup>th</sup> July 2021