



## QUALITY POLICY

**Emanden is committed to** following industry best practices through its Quality Management System, which is tailored to provide a fit for purpose operations platform. Client satisfaction is one of the main drivers in the assessment of Emanden Systems and processes, aimed at providing high quality services in harmony with Emanden's one-team approach.

**To ensure this commitment,** Emanden promote core values, principles, and the Quality Management System (QMS) to all staff and throughout company processes. The QMS seeks to exceed client expectations through compliance with ISO 9001:2015 and relevant Australian regulations and standards.

### **Emanden's Quality Objectives are:**

Emanden's Staff: Demonstrate commitment to deliver the most appropriate and efficient project solutions through Emanden's expert professionals.

Emanden achieves this objective by cultivating continuous improvement culture focus on quality and risk management in Emanden projects.

Emanden's Clients: Meet and exceed clients' expectations

Emanden achieves this objective by understanding client needs and expectations and striving to serve and provide ad hoc solutions.

Emanden's Projects: Protect client's ideas and Emanden's reputation.

Emanden achieves this goal by identifying, monitoring, and controlling project risks, always safeguarding the client's project interest. Also, to promote and encourage suppliers and contractors acting on behalf of Emanden to adopt certifications required.

All objectives listed above are achieved, monitored, and measured as stated in sections 5,7, 8, and 9 in the Quality Manual.

Director of Operations (Vishnu Nair)