

ESI-Alphatec and ESI Tech Services Management is committed to achieving and maintaining a positive business reputation for excellence in the quality delivery of services. ESI believes that an integral aspect to achieving an effective Quality Management System is to build strong, enduring relationships with our Clients, Suppliers, and Communities.

Our objectives to achieve a sustainable Quality Management System are:

- The Quality Management System will be integrated within all parts of ESI business processes.
- Commit to complying with the relevant legislative requirements, Client and other requirements, and AS/NZS ISO 9001.
- Provide adequate resources to establish, implement, maintain and continually improve the Quality Management System.
- Fully understand our Customer requirements.
- Communicate this policy to all employees through appropriate communication methods.
- Implementation and maintenance of a system that will improve efficiency and productivity to ensure that we proactively meet or exceed Client and ESI requirement and expectations in a professional and cost-effective manner.
- Ensure that our people are trained in their responsibilities.
- Ensure all Managers are trained and are directly accountable for implementation of the Quality Management System in their areas of influence.
- Establish achievable and measurable Key Performance Indicators (KPI's) and targets across the business.
- Assess Client satisfaction on a continuous basis.
- Commit to the continuous improvement of our systems, operations and services to ensure practicality and suitability to the business through regular reviews of progress and performances.
- Working together to provide solutions and improvements to ESI Quality Management Systems and encouraging all stakeholders to become actively involved.

The Quality Management System will be subject to continual improvement based upon continuous feedback from users and customers, together with management reviews, to ensure it meets with ESI, Customers and market requirements.

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28 October 2022

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28 October 2022