



## Quality Policy QUA-POL4

**Naturelinks Vision: Sustainable in everything we do**

**Core Value: *Excellence – providing a high-quality service and employee experience***

### Objectives

Naturelinks will:

- Work with our clients, authorities, contractors and suppliers to provide services that meet their specific needs
- Deliver our jobs on time, to stated requirements and on budget
- Provide evidence throughout that all works have been carried out in accordance with the clients' and legislative requirements
- Identify and manage the risks associated with our work including safety, environmental and financial
- Strive for continued improvement through measurement of rework and client satisfaction
- Comply with relevant authority, regulatory and statutory requirements including those of ISO9001 standard.
- Set measurable targets and objectives and provide the necessary resources and commitment to ensure our targets and objectives are met
- Review this policy periodically as part of Management Review process to ensure continued suitability

By adhering to this policy, we will:

- Satisfy our clients' requirements
- Reduce our rework
- Increase our client base and repeat work from existing clients
- Ensure our suppliers and subcontractors operate with the same objectives in mind

Endorsed by:

**Patrick Deasey – Director**

**Rob Scott – Director**

**16 September 2025**