



ISO 9001

Quality Policy

Quality is an integral part of Kleinfelder's Corporate Business Principles. These principles guide our actions to deliver products and services that are of high quality, professional and promote a high level of client satisfaction. We believe that implementation and stewardship of quality processes is an obligation for our leadership team and every Kleinfelder employee shares equal responsibility.

Our Goals:

- Maintain accreditation to ISO 9001:2015 by developing, implementing and maintaining the processes needed to produce a consistently high standard of quality management for our consulting services and project management.
- Deliver economical, social and environmentally responsible solutions.
- Continue to improve the way we do business and the outcomes for our staff and clients.
- To foster healthy and long-lasting relationships with clients through timely delivery of quality products and services and ensuring effective communications to aid in continual improvement.

Our Methods:

- Providing practical consulting solutions, reflecting the client's needs and expectations and regulatory standards.
- Providing timely delivery of services.
- Using peer review to ensure that the supply of our services meet client expectations.
- Continually reviewing our business objectives for their effectiveness.
- Challenging ourselves to continually improve the quality management system to guarantee best practice, prevent quality non-conformances and eliminate non-conformity through the review of quality objectives and results
- Measuring, monitoring and improving our accredited Quality Management System through audits and management review to aid in continual improvement.
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication to promote best practice
- We accept that things can go wrong, but as a business actively learn from our mistakes and encourage a culture of reporting and feedback that is non-judgmental and results in performance improvement.

This Policy has been agreed upon by the Australian leadership team and is current as of May 2023. The policy will be reviewed annually to ensure that it remains relevant to Kleinfelder's operations.



Damien Skinner
General Manager

