

QUALITY POLICY

Lancaster & Associates is committed to providing practical, reliable management system consulting and auditing services that meet customer requirements and support effective business outcomes.

We are committed to:

- Meeting applicable customer requirements and complying with statutory, regulatory and other applicable requirements relevant to our Management System.
- Understanding and addressing relevant business risks and opportunities.
- Promoting a positive quality culture and ethical behaviour in the way we work and make decisions.
- Establishing and reviewing objectives that support our strategic direction.
- Maintaining an effective Management System aligned with applicable requirements.
- Providing fit-for-purpose services that consistently meet agreed requirements.
- Continually improving the effectiveness and performance of our Management System and services.

Management and employees are expected to:

- Strive for excellence in service quality and customer service.
- Understand the importance of meeting customer, statutory, regulatory and other applicable requirements.
- Contribute to the achievement of business and Management System objectives.

Lancaster & Associates maintains a Management System aligned with ISO 9001:2026, ISO 14001:2026 and ISO 45001:2018. The Management System is appropriate to our purpose and context, supports our strategic direction and considers the needs and expectations of relevant interested parties.

This policy provides the framework for establishing and reviewing measurable Management System objectives. Objectives are monitored and reviewed through our Management System processes, including Management Review, to support continual improvement.

Lancaster & Associates will provide appropriate resources, competence and training to support the effective delivery of our services and achievement of our objectives.

This policy is communicated within the organisation through our induction and Management System processes and is made available to relevant interested parties as appropriate. It is reviewed through the Management Review process to ensure it remains suitable, relevant and effective.



Lisa-Maree Louis

Managing Director
Lancaster & Associates Pty. Limited

Friday, 2 October 2026