

1. Version Control

Version	Date	Author	Approved by	Signature
1	22/03/2024	Ali Kader	Nick Some	
2	18/07/2025	R. Ridd	Nick Some	NS

2. Introduction

At ecoDynamics we are dedicated to delivering products and services of the highest quality while maintaining accurate and reliable records. Our Quality and Records Management Policy reflects our commitment to meeting customer requirements, continuously improving our processes, and ensuring compliance with relevant certified standards and regulations.

3. Application

This policy applies to all businesses under the ecoDynamics Group umbrella, including ecoDynamics Landscaping, ecoDynamics Mulch and Services and ecoDynamics Nursery and its employees.

4. Quality Management

Customer Focus

We prioritise customer satisfaction by understanding and meeting their requirements, expectations, and needs. We strive to exceed customer expectations through the delivery of high-quality products and services.

Process Improvement

We continually monitor and evaluate our processes to identify opportunities for improvement. Through the implementation of quality management systems and best practices, we aim to enhance efficiency, effectiveness, and consistency across all operations.

Training and Development

We invest in the training and development of our employees to ensure they possess the necessary skills and knowledge to perform their roles effectively. By promoting a culture of continuous learning and improvement, we empower our workforce to contribute to our quality objectives.

5. Records Management

Documentation Control

We maintain accurate and up-to-date documentation to support our quality management processes. All documents, including policies, procedures, work instructions, and records, are controlled to ensure their integrity, accessibility, and relevance.

Record Retention

We establish and adhere to record retention schedules in accordance with legal and regulatory requirements and industry best practices. Records are retained for the necessary duration to demonstrate compliance, support decision-making, and preserve institutional knowledge.

Data Security and Confidentiality

We implement measures to safeguard the security and confidentiality of sensitive information contained in records. Access to records is restricted to authorised personnel, and appropriate safeguards are in place to prevent unauthorised disclosure or misuse.

6. Compliance and Auditing

Regulatory Compliance

We adhere to applicable laws, regulations, and industry standards governing our products, services, and operations. Our quality and records management practices are designed to always ensure compliance with legal and regulatory requirements.

Internal Audits: We conduct regular internal audits to assess the effectiveness of our quality management systems and records management processes. Audit findings are used to identify areas for improvement and implement corrective and preventive actions as necessary.

7. Continuous Improvement

Feedback and Analysis: We encourage feedback from customers, employees, and stakeholders to identify opportunities for improvement and address areas of concern. Data and performance metrics are analysed to measure our performance against quality objectives and drive continuous improvement initiatives.

Innovation and Adaptation: We embrace innovation and proactively seek out new technologies, methodologies, and best practices to enhance our quality and records management processes. We remain flexible and adaptable to changes in the business environment to maintain our competitive edge.

8. Conclusion

Through the implementation of this Quality and Records Management Policy, ecoDynamics demonstrates its commitment to achieving and maintaining excellence in quality, customer satisfaction, and regulatory compliance. By upholding these principles and fostering a culture of continuous improvement, we ensure the long-term success and sustainability of our organisation.

9. Approval and Implementation

This policy has been approved by the Board of Directors of the ecoDynamics Group and is in force as of the date below. It is the responsibility of department heads and managers to enforce compliance with this policy.

10. Breaching this Policy

Non-compliance with policy guidelines may result in disciplinary actions, as outlined in the Code of Conduct.

11. Policy Review

The ecoDynamics Group may make changes to this policy from time to time within its complete discretion.

12. Related Policies

- Code of Conduct

Please be advised that any amendments to this document require formal authorisation and must be distributed through official channels to ensure it is an approved and correct version.

This policy serves as a mandatory directive for all personnel affiliated with ecoDynamics Group, whether employed directly or indirectly. This document is to be regarded as an addition to the other ecoDynamics Group's policy and procedures.



GROUP QUALITY AND RECORD MANAGEMENT POLICY

EG_POL_019

Should you require additional information or have inquiries concerning this policy, employees currently associated with ecoDynamics are encouraged to consult the comprehensive resource at <https://www.fairwork.gov.au/> and to engage in discussions with their supervisors or Human Resources



creating Greener futures