

Quality Policy

Sustineo Pty Ltd is committed to a Quality Assurance Policy and the implementation of a Management System which will allow us to maximise our efficiency and productivity to meet the company's goals and objectives of customer satisfaction, employee satisfaction and profitability.

The company is certified in Quality Management, in accordance with AS/NZS ISO9001. This Management System is Sustineo's assurance to our clients that Sustineo will conduct our business with due regard to contractual, statutory and regulatory requirements, providing consulting services that consistently meet the requirements, needs, and expectations of our clients.

We believe that the provision of quality-based products and services will provide the cornerstone for future competitive advantage, enhance our reputation and promote our long-term success, thus providing a stable base for ongoing client and employee satisfaction.

All workers including employees, service providers and visitors are informed of this quality policy and of their responsibility to comply with the requirements of our Management System.

Core Values

At Sustineo we strive to be leaders in international project management and consulting services. In doing our work we value:

- Successful, sustainable outcomes for our clients;
- Dealing fairly with all clients, consultants, staff and other stakeholders;
- Being a model corporate citizen through respecting human rights and the environment;
- Encouraging and facilitating the professional development of our staff.

Objectives Framework

Consistent with the above values, Sustineo's policies are to:

- Achieve our annual business targets by ensuring ongoing financial viability, low overheads and good cashflow management;
- Gain and maintain market leadership in project and consultant performance;
- Ensure our business processes meet ISO 9001 Standard requirements;
- Ensure all staff undertake regular training programs and attend seminars, etc. consistent with both their own and the company's needs, subject to available resources and length of service with Sustineo;
- To make positive contributions to the countries where we work, including sponsorships;
- To ensure the business grows through winning new work in new markets; and
- Maximise the quality of our workplaces through WHS and environmental action