

Quality Policy



ECOTONE is committed to developing, manufacturing, and expertly applying the world's finest stains, colour solutions, and functional coatings for concrete, cladding and masonry.

We achieve this by delivering quality services and innovative solutions. We measure our success through constant monitoring and continuous improvement of our Integrated Management System and the measurement of customer satisfaction.

Our company values support our employees to take initiative, acknowledge effort and encourage them to realise their personal and company goals. We conduct our business as a responsible and ethical member of our community.

Our Integrated Management System (IMS), which incorporates ECOTONE's Quality Management System, provides a framework for our business that ensures uniformity and consistency throughout the company and is used to leverage continuous business improvement through monitoring and measurement of our performance.

We monitor our systems through internal and external audits. Any deficiencies identified are discussed with the relevant manager and are added to our Corrective Action Database. Corrective actions carry a KPI in relation to timely completion and closure – our Quality Manager works closely with managers to facilitate this.

We maintain a certified Quality Management System in accordance with the requirements of AS/NZS ISO 9001:2015.

To fulfil this commitment, ECOTONE will:

- Strive to gain client confidence through maintaining quality and a commitment to continuous improvement in all spheres of our activities;
- Use the quality system as a means to achieve organizational objectives
- Maintain effective communication with clients, stakeholders, interested parties and sub-contractors to ensure all projects are understood, agreed and managed according to client requirements,
- Meet company standards, legal and statutory regulations and contractual obligations using a risk-based approach;
- Develop and maintain standardized document formats, naming principles and recordkeeping processes for company and project information;
- Ensure all data, designs, conclusions, recommendations, and advice generated by us meet the technical requirements of our clients;
- Commit ourselves, as a corporate body and as individuals, to do it right the first time, every time;
- Create a working environment that encourages our employees to provide high quality, accurate and defect-free work. We do not compromise on quality at any stage of the work;
- Foster a company culture of continuous improvement through undertaking systematic reviews and seeking and responding to feedback;
- Conduct relevant training to develop knowledge and skills;
- Ensure that data gathered from our investigations and studies are reported in a clear and concise manner;
- Ensure that our conclusions, recommendations and advice accurately reflect our data and findings;
- Ensure the quality policy is understood and implemented at all levels of the organisation;
- Look for potential impact of climate change;
- Regularly review the quality policy for suitability.

Tony Watling

CEO

28/07/2026