



EPTEC is an industrial contractor specializing in delivering asset preservation and rehabilitation services. Industries where we are active include manufacturing, power generation, underground structures and buildings, petrochemical, water, wastewater, transport facilities, bridge construction and remediation, defence and marine. Services include application of corrosion protection, composites, waterproofing and concrete remediation.

EPTEC is committed to providing quality products and services to our customers, being a preferred delivery partner and engaging with the evolving requirements of our customers and other relevant stakeholders.

EPTEC has an Integrated Business Management System (IBMS) which conforms to all relevant Quality requirements of ISO 9001:2015 Quality Management Systems and Painting Contractors Certification Program (PCCP), classes 2-6.

Our Quality strategies and objectives are:

- Meet or exceed customer expectations in respect to delivering a consistent quality product, on time and in the most efficient manner;
- Build a mutually profitable, strong and dependable relationship with our customers, ensuring their long- term success through the understanding of their requirements and expectations;
- Apply an integrated risk management approach in order to identify risks and opportunities;
- Be compliant with all applicable product, standards or other client quality related requirements;
- Through continuous improvement, target the reduction of non-conforming work;
- Enhance customer satisfaction through surveys and feedback;
- Set annual targets and key performance indicators to be able to effectively measure our Quality performance;
- Report and analyse non-conformities, complaints and deviations from standards and share lessons learned with the organisation;
- Drive continual improvement and innovation, based on efficient business processes;
- Encourage our people to participate in providing opportunities for improvement in our key processes;
- Provide training and information to all workers to enable them to be better equipped for improving their Quality performance.

The EPTEC Integrated Business Management System is monitored and reviewed to verify its effectiveness, efficiency and identify continual improvement opportunities. EPTEC requires that our workers and those of our Subcontractors share the responsibility for achieving our goals by:

- Following and complying with relevant company Quality systems and procedures;
- Ensuring that Inspection Test Plans (ITP's) are accurate and completed correctly;
- Reporting all non-conformances, complaints and deviations to their immediate supervisor;
- Actively supporting the EPTEC commitment to provide quality products and services.

Geoff Knox
Managing Director