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## Integrated Management System Policy

**Lighting & Energy Conservation Australia** (“LECA”), an expert in renewable energy solutions, is committed to provide superior customer service whilst surpassing its obligations towards Quality, Environment and Health & Safety.

Our certified Integrated Management System (IMS) includes policies and procedures meeting the requirements of ISO 9001, ISO 14001 and AS/NZS 4801, ISO 18001 and encompasses every aspect of our services through the application of:

### **Customer Satisfaction:**

We, at LECA, have a zealous mission of providing utmost satisfaction to our esteemed customers and we achieve this by delivering innovative engineering solutions, within the committed time frame and by ensuring prompt service throughout our interactions.

### **Compliance:**

LECA operates in all Australian states and territories with integrity and we fully comply with the applicable acts, legislations, regulations, standards, codes of practice, customer and other stakeholder requirements.

### **Training and Competency:**

At LECA, we believe in continuously imparting effective training and educational programs within our team members to ensure our knowledge and skillsets are aligned and updated with the relevant industry standards and practices.

### **Communications:**

LECA strongly believes and promotes open communication between its employees, customers, suppliers, contractors and all relevant parties to facilitate a good and a respectful work environment.

### **Pollution, Incident & Breach Prevention:**

LECA has implemented safe work practices, appropriate operating measures and administrative controls to prevent:

- » Pollution and harmful emissions
- » Over consumption of physical resources and energy
- » Waste through minimization, reuse and recycling
- » Work-related injuries, health concerns and safety incidents

### **Measurement and Continuous Improvement:**

LECA’s certified management systems ensure continual improvement in the business processes through periodic review of policies, operating procedures, objectives and targets while recognising changing business conditions.