



Quality Policy

At ERGT we are driven by our purpose to apply our passions and talents for meaningful learning to improve the safety and capability of workforces in high-risk industries. Our commitment to excellence underpins our efforts to continuously deliver exceptional training programs that not only meet, but exceed the expectations of our clients, employees and stakeholders.

This policy provides a framework for setting measurable quality objectives and guiding continuous improvement efforts, ensuring that all aspects of our operations align with our Purpose, Vision and The ERGT Way.

Guiding Principles of The ERGT Way:

- We collaborate with industry and clients to ensure our programs remain current, relevant and aligned with workforce needs.
- We invest in immersive experiential learning environments, so our training reflects real-world expectations and prepares learners for success.
- We support and develop our people to ensure they're both highly qualified and committed to delivering engaging training.
- We uphold our certifications and approvals across all relevant regulatory bodies.
- We leverage technology to enhance our systems of work, support operational efficiency and deliver impactful training solutions.
- We gather and monitor feedback to drive continuous improvement and enhance our customer experience.
- We maintain a robust self-assurance program to identify continuous improvement opportunities and ensure consistent practices.

We believe quality is a key component of excellence and this is measured by the value we create for our stakeholders.

The Organisational Leader of ERGT Australia endorses the implementation of this policy and ensures it is regularly reviewed for relevance and effectiveness.

Shane Addis

Organisational Leader