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# POLICY

Dept: 2 - Systems & Processes  
Area: 21 - IMS  
Author: Justyna Kortas  
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## Quality

### *Our Policy:*

The vision of Safety Direct Solutions Pty Ltd (SDS) is to be a resourceful and responsive high-risk management, emergency response, medical personnel and training services provider that sets the benchmark for excellence in training, personnel deployment and service delivery in the Australasian Region.

Our commitment to excellence in service and product delivery and high level of customer satisfaction is shown through our continual improvement of quality management processes, creation of a culture of excellence, and embedding the core values: Attention to Detail, Professionalism, Respect, Integrity, Collaboration, Elite Service Provision into all day to day activities of our organisation.

We believe that only through the provision of outstanding services and quality products SDS will assure long term success and excellence in everything what we do.

To implement this policy, SDS has established a quality management processes as part of the Integrated Management System (IMS), in line with the requirements of the ISO 9001:2015 Standard. In order to maintain our IMS, SDS will:

- Continuously identify, assess, manage and improve all elements of our activities that impact customer satisfaction.
- Establish business and quality objectives, which are reviewed periodically through the management review process.
- Maintain compliance with client requirements, RTO regulatory requirements of the Australian Skills Quality Authority (ASQA) and relevant Government Legislation and Australian Standards.
- Provide adequate resources to review and improve organisational processes.
- Actively seek feedback from Clients and address opportunities for improvement that are identified.
- Engage commitment to Quality from all SDS Leaders, Employees and Suppliers, holding them accountable for maintaining quality of their work/product/service.

Authorised by:



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Stewart Masson  
Chief Executive Officer