

Quality, Safety and Environment Policy

Introduction

Intro Recruitment provides recruitment services including permanent, contract and temporary roles in the public and private sector across a wide range of industries and professions.

Our quality, safety and environment controls are specific to our business and the services we provide.

All consultants receive a copy of this manual and agree to adhere to our stringent controls as part of their employee contract.

Commitment

We are committed to:

- develop, implement and maintain our safety, environmental and quality management systems with a focus on continual improvement
- provide the required training and equipment to achieve a safe working environment across all aspects of our company's operations
- encourage and facilitate the appropriate training of our employees to promote career development and increase the technical capacity of the business
- ensure compliance with the requirements of the project documents, codes, standards and legislative requirements to achieve best practice
- give certainty that our recruitment delivery will meet agreed expectations of all stakeholders
- take a collaborative approach to working with our clients, consultants, subcontractors and suppliers with a focus on long term relationships
- demonstrate that our company's operations take into consideration the health, safety and welfare of others
- ensure that we are protecting and maintaining the environment in which we work, and are conscious of the wider environmental implications
- consider favourably, suppliers who pursue good quality, safety and environmental management practices
- regularly review and update this policy.

Objectives

We will strive to:

- set achievable goals to meet challenging standards for quality, safety and the environment
- promote quality, safety and environmental awareness to create a positive culture throughout the company
- develop a team of high quality individuals who are committed to our quality, safety and environment philosophy
- comply with all relevant Legislation, Regulations, Acts, Standards and Codes of Practice
- endeavour to achieve quality standards to eliminate the need for replacements with our clients
- minimise our environmental footprint by aiming to operate a paperless office by 2020 and reducing private car use
- achieve zero harm and no LTIs for our staff and employees
- continuously improve our performance through regular and effective management reviews
- continuously improve our practices and our performance with the aim of eliminating work related injury and illness.

Accreditation and Best-practice

Intro Recruitment Solutions maintains memberships with the following peak bodies that are relevant to our industry:

- Recruitment & Consulting Services Association of Australia & New Zealand
- Master Builders Queensland.

We also ensure our consultants have tertiary qualifications relevant for their work.

Management

Our commitment to quality, safety and the environment will ensure we deliver products and services to our clients that are accurate and error free, are of a high standard, are of consistent and reliable quality, are appropriate to the purpose and are delivered on time and budget.

To meet our quality, safety and environment objectives we will:

- communicate our stance and objectives to our team regularly and encourage input and feedback
- make regular 'health check ups' with staff and employees via monthly email from our general manager
- ensure we have the information and resources to support our operations
- maintain a current understanding of the needs of our industry and clients
- develop and match services to meet those needs
- select and train our staff to maintain high standards
- appoint managing consultants and directors to client/employee to maintain open lines of communication
- continuously ensure quality through quality controls, reviews and client feedback
- use established client briefing processes
- use established employee briefing processes including safety inductions
- ensure regulatory compliance
- monitor client satisfaction after completion of tasks
- set and review measurable business objectives that are aligned with our quality, safety and environment objectives
- commit to continuous improvement
- maintain client confidentiality and high standards of probity including standardized invoicing and client administration (document/approval tracking and controls)
- undertaking regular reporting and performance monitoring.



Michael Burgess
General Manager