

# 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