

## QUALITY, SAFETY & ENVIRONMENTAL POLICY

F&M Commercial Maintenance Pty Ltd services, maintains, upgrades and repairs air conditioning, mechanical service equipment, and undertakes general building maintenance works. We have a 24hr operational system that can provide quick response to emergency breakdown.

We are committed to implementing and maintaining an integrated management system that will ensure customers' requirements are met on time and work is done right the first time through continually improved processes, efficiency and attention to detail. It is the responsibility of all staff achieve this aim by working together as an efficient and effective team,

Our commitment to the health, safety and welfare of all employees is reflected in our goal of being an injury free workplace. As far as possible we will identify and eliminate workplace hazards, ineffective processes and behavior that could cause accident, injuries or illness. This commitment extends to our environmental responsibility: any work conducted on site will be done in an environmentally responsible manner that will protect the surrounding environment and prevent pollution. We hold a Refrigerant Trading Authorisation issued by the Australian Refrigeration Council and an Electrical Contractors licence.

This integrated system complies with the requirements of the ISO 9001 (Quality), AS4801 (OHS) and ISO 14001 (Environmental) series of standards and will be considered in all business practices and activities as defined.

### Objectives:

- Ensure the integrated Quality, Safety and Environmental Management System is implemented, maintained, monitored, measured and continuously improved through measurable objectives and targets,
- Aim for zero defects and ensure all employees and subcontractors are aware of their personal duty of care for the health, safety and welfare of themselves as well as their fellow employees and towards the environment.
- Comply with all applicable statutory, legal and regulatory obligations and industry standards in the management of health & safety of our staff and our environmental responsibility.
- Identify, assess and manage activities that have the potential to cause injury or impact the environment. (Refer to F&M Commercial Maintenance Site Safety Manual)

The quality of our work, safety of our workplace and obligation towards the environment is the responsibility of every F&M Commercial Maintenance employee, subcontractor and supplier. All policies and procedures will be followed to ensure a consistent, safe and productive work environment. Training and awareness of Quality, Safety and Environmental issues will be an ongoing commitment by F&M Commercial Maintenance management to its employees. The integrated management system will be subject to continual improvement based upon ongoing feedback by users and customers to ensure we meet the standards we set ourselves daily to achieve our goals.

Authorised by:



Gary Cline

24<sup>th</sup> February 2016