



LG-055	Quality Policy (INS LifeGuard)
Issue Date:	02/03/2022
Last Reviewed:	02/03/2022
Custodian:	File Management Personnel

## **POLICY STATEMENT**

INS LifeGuard is committed to preserving and enhancing our reputation for delivering an efficient and professional service to our clients and operating our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations and the services provided by our company.

We will provide the highest quality workmanship possible in a safe, cost and time-effective manner through the integrity of our staff, our commitment to a solid work ethic and our passion for staying current within the Health Care and Personal Response industry.

### ***Strategies:***

1. Identify the changing needs and expectations of our clients;
2. Provide high-quality management of our operations through the adoption of industry best practices processes;
3. Ensure all contractual requirements are met;
4. Continually review and improve our processes to best suit our client needs and requirements; and
5. Provide services that meet or exceed relevant statutory legislation, industry guidelines, appropriate Australian and International Standards and applicable contracts.

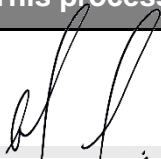
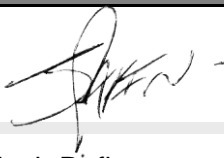
### ***Responsibilities:***

We, as a company, will:

1. Train all workers and contractors to identify areas where improvement can be achieved;
2. Maintain effective communication with our Stakeholders as part of meeting compliance and client needs;
3. Continually improving our services by setting measureable goals, providing/supporting ongoing training and constantly monitoring and reviewing the effectiveness of the management system;
4. Provide high-quality management of our operations through the adoptions of industry best practices processes; and
5. Maintain a committed Quality Management System compliant with ISO 9001:2015.

**Workers are expected to:**

1. Assist and cooperate in ensuring that this policy is followed;
2. Actively participate in the adherence of this company to the achievement of the quality objectives. All personnel are trained, verified as competent and are aware of their responsibilities within each documented process; and
3. Build strong working relationships with all our stakeholders to encourage a working environment that supports teamwork and encourages continual improvement to the services they provide.

This process is authorised by:	This process is issued and approved by:
 Claude Rafin Managing Director The INS Group	 Josh Rafin Operations Manager INS LifeGuard