



## QUALITY POLICY STATEMENT

RIKLAN Emergency Management Services Pty Ltd is a privately owned and operated Registered Training Organisation (51994) established in 2002 and has extensive experience and expertise in the provision of:

- Emergency response, first aid, workplace safety and high risk licence training programs;
- Internationally recognised safety consultancy/audit service; and
- Specialist Labour Hire Service for the provision of shutdown sentries, emergency response personnel and mine site paramedics.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations in a professional, positive and cost effective manner.

It is our policy to ensure that any work carried out within the scope of the business complies with the Quality Management System and applicable Regulatory requirements.

The company has the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular compiling and monitoring of customer feedback;
- A customer complaints and appeals procedure;
- Selection of approved suppliers and ongoing performance monitoring against set criteria;
- Ongoing training and development opportunities for all employees;
- Regular audits of the company's internal processes to improve our systems;
- Measurable quality objectives which reflect the company's business aims;
- Delivery of quality training and assessment that meets the needs of our customers and industry;
- Actively promote continuous improvement to all employees within all areas of responsibility;
- Adequate resources to meet the requirements of the QMS;
- Management reviews of audit results, customer feedback and complaints.

The Senior Administration Officer has been appointed as the Management Representative for the purposes of the Quality Management System. The Management Representative has the full support of RIKLAN Emergency Management Services Pty Ltd to establish, implement and maintain the Quality Management System in accordance with this Quality Manual, ISO 9001 : 2015 and other applicable Regulations, Standards and Guidance.

Although the Chief Executive Officer has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The Quality Policy will be reviewed on an annual basis.

**NAME:**  
MICHAEL NOLLAS

**SIGNATURE:**

**DATE:**  
17/11/2023

Endorsement of the Quality Policy and Management Representative.

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