

## 5.2 Quality Policy

Industrial Medic Services Pty Ltd is an Australian owned and operated specialist service dedicated to providing contracted emergency and non-emergency medical care to remote mining sites and the Australian Defence Force. In addition, IMS provides Occupational and Workplace Injury Response for our industry clients. Our services are not only treatment based onsite at the workplace, we also provide injured client employees with a 24 hour courtesy transport service for Non-Emergency work injury in order to receive medical care, diagnostics and treatment therapies through our extensive medical provider network.

It is the policy of Industrial Medic Services Pty Ltd to ensure that high quality emergency and non-emergency medical response is delivered with quality care to patients with a focus on professionalism, reliability and continuous improvement. We are dedicated in providing exceptional care that meet the needs and expectations of our customers, clients and patients.

IMS will ensure that the procedures in the QMS are adhered to and that all personnel are aware of this policy and of the importance to the organisation in achieving a quality service and focus on continuous improvement.

To achieve this Quality Policy, IMS is committed to:

- Maintaining an accredited quality management system which complies with ISO 9001-2015
- Ensuring that the system is capable of detecting, reporting and correcting any non-conformance in the services provided
- Pro-actively identifying preventative actions necessary to avoid non-conformance
- Maintaining industry specific licencing requirements
- Providing skilled, competent personnel who are able to administer this policy
- Continuous improvement on Quality Assurance Management Systems and practices by measuring our performance against clearly defined quality objectives

This Quality Policy Statement sets the foundation for our commitment to quality and continuous improvement at Industrial Medic Services Pty Ltd. It is regularly reviewed for suitability and effectiveness, ensuring alignment with ISO 9001 requirements and our objectives. It is a declaration of our dedication to providing high-quality services and maintaining the highest standards of care and professionalism in everything we do.

A handwritten signature in black ink, appearing to read "Craig Harris".

Craig Harris  
Director

A handwritten signature in black ink, appearing to read "James C. Stradling".

James Stradling  
Director