



Policy Manual

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**TCMD
POLICY MANUAL**

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1.1 Quality Policy

TCMD is engaged in the business of industrial services and environmental management and this policy applies to all of our divisions throughout the organisation.

TCMD will consistently provide products and services that meet or exceed the requirements and expectations of our customers. We are committed to comply with our quality management system and actively pursue ever-improving quality through programs that improve the effectiveness of the quality management system.

MISSION STATEMENT

Our mission is to reliably meet service levels and continually improve the appropriateness, efficiency, effectiveness, and timeliness of those services.

FRAMEWORK & OBJECTIVES

TCMD carries out regular management review meetings to establish and review the appropriateness, suitability and purpose of the company's quality objectives. TCMD overall Quality Objectives are:

- to provide service advice and information that is relevant and cost effective to our clients
- to treat each client with professional ethics and "best practice management"
- to continually improve the quality of our management & services provided to our customers
- to understand and improve the business capacity of our clients
- to continue our own professional development to deliver contemporary services
- to provide products and services that are competitive
- to continually monitor and assess the provision of products and services to our customers
- to meet and where possible exceed our customers' expectations
- to ensure company policies and procedures are communicated and understood by all employees

Authorised by

(Signature)

Managing Director
(Position)

15/03/2018
(Date)



TCMD POLICY MANUAL

1.2 OH&S Policy

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors. This commitment also extends to ensuring that our operations do not place the local community or environment at risk of injury, illness or damage.

1.2.1 Aims and Objectives

TCMD will adopt procedures as a commitment to –

- provide and maintain healthy and safe workplaces, safe plant and systems of work;
- provide written procedures and instructions to ensure safe work practices;
- ensure compliance with legislative requirements, current industry standards and other requirements placed on the business;
- provide such information, instruction, training and supervision to employees, contractors and customers as is necessary to ensure their continued health and safety; and
- provide support and assistance to employees and involve them in consultation on safety issues.
- Establish and maintain a Management System modelled on the Australian and international Standards ISO 9001:2008 and AS NZS 4801:2001
- Improve the companies OHS performance

1.2.2 Responsibilities

We recognise that the overall responsibility and commitment to provide a safe workplace rests with management, who will be accountable for the implementation of this policy. The commitment and responsibilities include:

- management review meetings to establish measurable objectives and targets and to ensure continued improvement aimed at the elimination of work-related injuries and illnesses; and
- ensuring that all OHS policies and procedures are documented, reviewed, implemented, maintained and communicated to all employees;
- providing adequate resources to meet these OHS commitments.

Employees also have responsibilities, which include –

- following all OHS policies and procedures; and
- recognising hazards which may affect the health and safety of themselves, others, or the environment.

We are committed to encouraging consultation and co-operation between management and employees, and will formally involve elected employee health and safety representatives in any workplace change or any matters that may affect the health and safety of employees in any workplace.

Authorised By

(Signature)

**Managing Director
(Position)**

15/03/2018
(Date)