

## Quality Policy Statement

Aspen Medical's vision is:

**To be the preferred supplier for outsourced health services.**

Aspen Medical has three core principles that govern the company's operations:

High Quality Service Delivery

Excellence in Human Resources

Sound Financial Management

Aspen Medical is committed to:

High Level of Customer Satisfaction through continual improvement of its processes, quality oriented services and creation of a culture of excellence within the organisation.

Aspen Medical's aims are to:

Ensure that customer's needs and expectations are determined and fulfilled with the aim of enhancing customer satisfaction.

Comply with statutory obligations, standards, specifications and relevant codes of practice.

Continually comply with the requirements of ISO 9001:2008 and improve the effectiveness of our quality management system.

Aspen Medical is proud of our certification and compliance with the requirements of

**AS/NZS ISO 9001:2008.**

The Quality Policy and overall Quality Management System are reviewed quarterly by the Management Quality Review Committee to ensure it complies with the requirements of AS/NZS ISO 9001:2008. All staff shall ensure that the Quality Policy and information within QMS is communicated and recognized at appropriate levels throughout the organisation.



**Glenn Keys**  
Executive Director  
Aspen Medical Pty Ltd



## Health, Safety and Environmental Sustainability Policy Statement

Aspen Medical is committed to safeguarding the health, safety and wellbeing of our people, our patients, our partners, our clients and the communities in which we operate. Health, safety and environmental sustainability (HSES) is fundamental to the way we operate. People are at the heart of our capacity to be the preferred provider of outsourced health services wherever we are needed.

Aspen Medical believes all incidents are preventable; as a result our objective is to strive for zero harm by ensuring we have safe people, safe workplaces and safe work practices.

### Aspen Medical will:

- uphold our value of a genuine commitment to ensure the health and safety of our people and to protect the environment from harm;
- establish clear leadership responsibilities for HSES;
- comply with all relevant legislation, policies, procedures, licence conditions and other relevant requirements, and where appropriate go beyond compliance to achieve the aims of this policy;
- implement policies and procedures with training in accordance with our accredited management systems (ISO 9001, OHAS 18001 and ISO 14001) that are appropriate for our operations;
- on client controlled sites, comply with the contract and their HSE Management Systems requirements;
- incorporate an attitude of environmental stewardship throughout the organisation;
- identify, assess and manage risks to prevent injuries or illnesses to our people and harm to the environment, including the efficient use of all natural resources;
- communicate openly with staff, encouraging initiatives through consultation that contribute to a safer, healthier and environmentally sustainable working environment;
- report and investigate all injuries, illnesses, near misses and environmental incidents;
- provide effective support and return to work programs when staff are injured at work;
- seek ways to promote and improve the health and wellbeing of our people;
- establish and achieve challenging HSES goals;
- inspect, audit and review our behaviours, systems of work and workplaces to learn and seek continuous improvement in how we operate;
- measure, evaluate and report our performance progress against set targets and key performance indicators; and
- respect the traditional rights and culture of Indigenous people wherever we work.



**Glenn Keys**  
Executive Director  
Aspen Medical Pty Ltd