



# HSES Industry Partners

## Quality Policy

HSES Industry Partners is a professional services company that provides trusted and practical advice to a broad range of industries on how to manage their obligations regarding workplace health and safety.

Our experienced team has worked on Australia's largest construction, maintenance, and mining assets, partnering with frontline workers and leadership to ensure all health and safety systems, documentation, and programmes work diligently to keep people safe.

All team members at HSES Industry Partners recognise the providing quality advice and support to our clients, at the right time, is fundamental to achieving our operational vision. It is critical that our clients can rely on the information we provide to enable them to reach the best safety outcomes for their organisation.

Accordingly, we will always endeavour to.

- Ensure our staff are educated and competent to support the needs of our clients.
- Focus on the needs of our clients.
- Establish a culture of curiosity and continuous improvement/ safety innovation.
- Provide advice that aligns and accurately interprets local legislation for end users.
- Comply with all legislation, regulatory requirements, and applicable best practices.
- Deliver documentation of high quality that exceeds our clients' requirements.
- Use our systems to empower our client's success.
- Establish a mechanism to receive feedback on our services.
- Be open to feedback for improvement and be able to articulate how we use this feedback.
- Invest in ongoing professional development for our team to maintain a high standard of service to our clients.

We commit to delivering high quality service that our clients can trust and we are motivated to use ongoing feedback to improve our services and the impact of all our employees for the benefit of our clients.

The HSES Leadership Team reviews this policy every 12 months to ensure our words have impact and meaning to our full team every year of our operation.

This policy is available upon request to all interested parties.

*Ashleigh Phillips*

**Ashleigh Phillips**  
Founder & CEO

<b>Document Revision</b> HSES-01-POL-0003 0.0	Page 1 of 1	<b>Last Updated</b> 2 <sup>nd</sup> May 2024
--	-------------	---