

QED Environmental Services Pty Ltd

Policy Handbook

Culture and people policy

POL-1

Our culture is not accidental and our quality is a product of our people and our culture. We put our people and our culture at the heart of our strategy and we empower, enable, motivate and support each other to succeed. Our desire and efforts fill our minds with exciting possibilities and lead our head and our heart to things that really matter. Each of us wants to be remarkable, and we won't accept anything less of ourselves or of our colleagues, teams or the company.

We work hard to attract, hire, and retain great people and we want to empower them to be even better. We know that mastery of our skills and abilities is essential for success and we strive to learn and grow to improve ourselves, help our colleagues, delight our customers, and reward our employees and shareholders, and the community. We want work that challenges us, drives us, teaches us, and rewards us. Everyone has an obligation to themselves, their team, and the company to grow and improve. We know that working hard and thinking differently in order to deliver fantastic results is an essential part of personal growth and we're not afraid to develop and stretch and push ourselves to become skilled masters of our domain.

We are a 'team of teams' with a clear purpose, a flat structure and a shared vision. We combine our talent, skill, commitment, passion, and creativity so that our efforts are amplified, focused, and successful. Teamwork and collaboration is just as important as personal effort, growth, and achievement and we value our teams as we value our people. Effective teamwork towards a shared vision is central to our success

Health and safety policy

POL-2

QED is committed to providing and maintaining a safe and healthy workplace for all employees, contractors and visitors. Our workplace encompasses customers' premises and our duty of care extends to our potential impact on their personnel and visitors.

Hazards and risks to health and safety will be eliminated or minimised, as far as is reasonably practicable.

Management is committed to complying with workplace health and safety regulations and codes of practice applying in each State where we operate. We shall provide workers with instruction and training to enable them to perform tasks safely, and appropriate safety equipment and personal protective equipment. We provide a suitable injury management and return to work programme and all employees have the benefit of our programmes for employee assistance and wellness.

Workers will take reasonable care for their own health and safety, following safe work procedures and instructions, including from customers or authorities where appropriate. They must participate in safety training and report safety hazards, injuries and incidents.

We shall all build positive working relationships through open and constructive communication, and each behave in a manner that is appropriate and ethical.

Our goal is to provide a safe and healthy work environment that is free from workplace injury and illness. This will only be achieved through the participation, co-operation and commitment of everyone in the workplace.

Quality policy

POL-3

QED assists its customers to manage risks – in essence, our business model relies on transferring risks from customers to QED in a controllable manner through the scientific observations and reporting we undertake. Validity and reliability of testing – what we call *Quality* - is at the heart of what we do.

Quite apart from this, we strive for the highest possible quality in delivery of service to customers. We define service delivery as everything we do around the scientific observations and reporting, for example responsiveness, punctuality, discretion, verbal/written communication, sales and administration.

We are committed to *continuous improvement* and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aims of testing validity/reliability, customer satisfaction and continuous improvement throughout our business:

- independent accreditation of our Quality Management System by National Association of Testing Authorities (NATA);
- regular gathering and monitoring of customer and employee feedback;
- selection and performance monitoring of suppliers against set criteria;
- training and development for our employees;
- regular audit of our observation procedures;
- measurable quality objectives which reflect our business aims; and
- management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Although the executive Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within our culture and reflected in everything we do.

Privacy policy

POL-4

QED is committed to maintaining the privacy of our customers and employees' information and confidentiality of our own business records. Customers entrust us with information that goes beyond what is routine in a commercial transactional situation. Our reputation and business viability depends on *discretion*. Risks of unauthorised access to information will be eliminated or minimised, as far as is reasonably practicable.

We are committed to complying with relevant privacy regulation and to maintaining confidentiality through the following measures:

- investment in up-to-date security of information technology;
- procedures to secure both company and personally owned devices; training to raise awareness of the risk of cyber attack and promote safe email and internet behaviours;
- regular audit of our security measures and suppliers;
- procedures for communicating with the media;
- codified conduct whilst in occupied areas of customer premises;
- secure destruction of physical records and superseded information storage devices; and
- physical security and monitoring of our business premises and offsite storage facilities.

Our goal is to secure the information in our possession to circumvent unauthorised access. This will only be achieved through the participation, co-operation and commitment of everyone in the company.

Anti-Bribery and corruption (ABC) policy

POL-5

QED's position on bribery is 'zero tolerance'. We are committed to obeying the law and do not condone bribery or corruption in any form.

At QED we:

- conduct all business in an honest and ethical manner;
- are committed to acting professionally, fairly and with integrity in all business dealings and relationships;
- do not permit the making of any inappropriate promises, gifts or excessive hospitality to Public Officials in order to achieve unfair advantage or benefit; and
- resist any efforts made by others (including suppliers, customers or clients) to unfairly affect any official decision making process in order to achieve unfair advantage or benefit.

We encourage charitable donations and sponsorships provided they are legal under relevant laws, ethical and consistent with common practices.

We do not encourage contributions to political parties.

Our staff receive training in anti-bribery and corruption, and we monitor transactions for suspect activity. We expect our business partners and agents to implement and enforce effective systems to counter bribery and corruption.

We will always report and document any breach of the law that is brought to our attention through the reporting mechanism provided by Australian authorities.

This handbook is posted on qed.com.au and is also part of the staff handbook.

The policy handbook review date is 31 July 2024