

# Norman Disney & Young

## Integrated Management Systems Policy

The NDY Group of Companies is committed to Quality, Environmental Sustainability and the Work, Health and Safety of all people involved in its operations. The Integrated Management Systems policy defines the key objectives and targets for what we do and how we deliver our services to our Clients.

Quality Management System (QMS)	Environmental Management System (EMS)	Work Health & Safety System (WHS)
<p>The NDY Group is committed to quality in all aspects of its operation. A Quality Management System, based on the requirements of ISO 9001, formalises this commitment and includes procedures that assist personnel with application of the system and forms the basis for continual improvement.</p> <p><b>Our Quality objectives are:</b></p> <ul style="list-style-type: none"> <li>» To provide a standard of consulting engineering services relevant to the expectations and needs of our Clients.</li> <li>» To continue to improve the quality of our service.</li> </ul> <p><b>Specific objectives are established at various levels of the organisation and reviewed at regular intervals. The company is committed to:</b></p> <ul style="list-style-type: none"> <li>» Complying with the requirements of the Quality Management System.</li> <li>» Improving our business by continually improving the effectiveness of the Quality Management System.</li> <li>» Achieving customer satisfaction by meeting needs and meeting or exceeding expectations.</li> <li>» Promptly dealing with customer feedback or complaints.</li> <li>» Meeting applicable statutory and regulatory requirements.</li> <li>» Training and development of personnel to ensure necessary competency is achieved and to assist them to achieve their potential.</li> </ul>	<p>Environmental best practice and the continued improvement of our environmental performance in accordance with ISO14001 are at the core of our business and align to our overall Sustainability initiatives across the NDY Group.</p> <p><b>Our Environmental objectives are:</b></p> <ul style="list-style-type: none"> <li>» Committed to the prevention of environmental impacts of our operation through proactive energy efficiency, waste avoidance, waste reduction, water conservation, re-use and recycling initiatives.</li> <li>» To apply sound environmental practices through all of our projects.</li> </ul> <p><b>These initiatives are integrated throughout all aspects of our operations, by:</b></p> <ul style="list-style-type: none"> <li>» Complying with all legal and other requirements.</li> <li>» Recognising the ongoing need to move towards an environmentally sustainable future and promoting this imperative with our clients.</li> <li>» Instituting and promoting programs within our offices to limit our use of natural resources, both renewable and non-renewable.</li> <li>» Fostering and promoting the environmental awareness of our staff through training, staff participation in conferences, and research and development initiatives.</li> <li>» Utilising service/equipment/resource material providers who demonstrate a proactive approach to ecological sustainability throughout their business.</li> </ul> <p>NDY promotes 'NDY Environment' and has a strong culture that encompasses the principles of sustainability.</p>	<p>The NDY Group is committed to the Work Health &amp; Safety of all people involved in the company's operations in accordance with the International Standard OHSAS 18001.</p> <p><b>Our Work, Health &amp; Safety objectives are:</b></p> <ul style="list-style-type: none"> <li>» To set a company goal of zero lost time injuries.</li> <li>» To embrace safe design principles in all aspects of our design activities.</li> <li>» To engender a strong WHS culture within all aspects of its operations and continued improvement in our WHS performance.</li> </ul> <p><b>We seek to ensure that an effective WHS program is implemented throughout our operations by:</b></p> <ul style="list-style-type: none"> <li>» Complying with all legal and other requirements.</li> <li>» Providing a framework for setting and reviewing WHS objectives.</li> <li>» Preventing the risk of injury or illness to our people by documenting and implementing procedures.</li> <li>» Fostering and promoting WHS practices of our people through leadership, training and consultation</li> <li>» Identifying where health surveillance is required, implementing appropriate systems and conducting monitoring and measuring on a regular basis.</li> </ul> <p>The NDY Group will make this policy available to all interested parties including but not limited to those with whom it has a shared duty.</p>

**Stuart Fowler**  
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