

# QUALITY POLICY



United Resource Management Group

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## URM QUALITY POLICY

**Purpose:** The URM Group strives to provide a quality service which conforms to all regulatory requirements and secures high customer satisfaction for our commercial and Local Government clients.

**URM is committed to:**

- Engaging with the needs of our customers to offer services which generate value, offer integrated solutions and surpass expectations.
- Making quality services the joint responsibility of management and our employees.
- Developing a culture of work, which encourages and supports professionalism, enthusiasm and dedication.
- Ongoing training and talent development for all new and existing employees.
- Leading the industry with long-term competitive and innovative solutions.
- Marrying quality outcomes to workplace safety, injury management and environmental quality outcomes including taking reasonable preventative measures to assess risk and a sound and systematic *Recover at Work* Program.
- Continuing to improve our Quality Management System accredited to ISO 9001:2008 and as updated by ISO 9001:2015 through regular management reviews and external site audits of our operations and service offerings.

**Compliance with this policy is the responsibility of all URM Employees.**

This policy is periodically reviewed in accordance with the requirements of the Systems Manual.

**Anthony Johnston**  
Managing Director

This policy is periodically reviewed in accordance with the requirements of the EMP

**Reviewed: February 2021**  
**Next review date: February 2022**