

Loyalty Management Solutions Pty Limited Health, Safety, Environment & Quality Policy

Revision: 2.0

Date: 28 August 2023

Authorised by: Mark Coyte



Loyalty Management Solutions Pty Limited (Loyalty) provide our services in a responsible, professional, and competent manner. We are committed to continual improvement and comply with the laws and regulations that are relevant to Health, Safety, Environment and Quality (HSEQ) performance across the business.

This policy identifies the commitments applying to our work every day, it supports our strategic direction and provides a framework for determining objectives. Led by our management team, we set quantifiable targets that are aligned to our commitments in this policy. HSEQ oversight and governance is the responsibility of the management team and those in leadership positions. All employees take personal responsibility for HSEQ compliance and performance.

We will:

- Provide a safe, secure, and healthy environment in which to work and promote mental, physical, and social wellbeing initiatives.
- Develop and provide safe methods of work and appropriate training for employees.
- Meet and strive to exceed client and other stakeholder expectations by maintaining an open dialogue and achieving quality outcomes.
- Encourage active participation and a culture of honest communication and consultation with employees.
- Comply with applicable legal, regulatory, industry, client, internal requirements, and other requirements (relevant codes of practice and Australian Standards)
- Drive continual improvement and maintain a Management System aligned with and where appropriate certified to:
 - ISO 9001:2015 Quality Management System.
 - ISO 14001:2015 Environmental Management System.
 - ISO 45001:2018 Occupational Health and Safety Management Systems.
- Assess and manage risks associated with the business operations relating to the health and safety of our people, the protection of the environment and satisfaction of our clients.
- Report and investigate HSEQ events and share learnings across the business, and where appropriate, wider industry.
- Minimise the impact of our operations and protect the environment.
- Prevent pollution through efficient use of resources and improved wastemanagement.
- The management of hazards through eliminating or reducing WHSE risks in accordance with the hierarchy of controls
- Ensuring high quality in its delivery of products and services which meets the need of customer needs and expectations.

This policy is available to the public at www.loyaltym.com.au and is reviewed at least every two years.

Revision Control

Revision	Date	Description/ Details	Authorised By	Distributed
1.0	Nov 2022	Development of Policy	Managing Director	Business Principals
2.0	July 2023	Update to the Policy following a quality review	Managing Director	All Staff

Authorisation

I authorise this version of the Loyalty Management Solutions Health, Safety, Environment and Quality Policy.



Mark Coyte
Managing Director
28 August 2023