

## Torch Bearer Safety Policy

Management is firmly committed to a policy enabling all work activities to be carried out safely and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of workers , contractors, authorized visitors, and anyone else who may be affected by our operations. We are committed to ensuring we comply with the Work Health and Safety Act 2012, the Work Health and Safety Regulations 2012 and applicable codes of practice as far as possible.

### Management

Will provide and maintain as far as possible:

- A safe working environment.
- Safe systems of work.
- Plant and substances in safe condition.
- Facilities for the welfare of workers.
- Information, instructions, training and supervision that is reasonable necessary to ensure that each worker is safe from injury and risks to health.
- A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace.
- A commitment to continually improve our performance through effective safety management.
- Comply with the legal regulated requirement (National & International)

### Workers

Each worker has an obligation to:

- Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment.
- Take reasonable care of the health and safety of themselves and others.
- Wear personal protective equipment and clothing where necessary.
- Comply with any direction given by management for health and safety.
- Not misuse or interfere with anything provided for health and safety.
- Report all accidents and incidents on the job immediately, no matter how trivial.
- Report all known or observed hazards to their supervisor or manger.

We seek the co-operation of all workers, customers and other persons. We encourage suggestions for realising our health and safety objectives to create a safety working environment with a zero accident rate. This policy applies to all business operations and functions, including those situations where workers are required to work off-site.

APPROVED BY :



## Quality Policy statement

TORCH BEARER TECHNICAL SEVICES LLC recognizes that the maintenance of quality standards in all activities is the key to our success and reputations. The company is therefore committed to a policy to provide a service which fulfils the requirement and expectations of our customers in all ways and also where necessary meets with regulatory requirements.

In order to achieve this commitment, a documented quality management systems which meets the requirements of BS EN ISO 9001:2015 has been established in which the management is responsible for determining measurable objectives for customer satisfaction and the aspiration of company.

The company aims to ensure:

- Quality checking at every stage.
- To become zero complaint organization on our services on 2016 onwards.
- Immediate action upon customer complaints within 24 hours.
- Determination of external and internal issues that are relevant to it purpose and strategic actions.
- Adoption of update know how for the enhancement of performance.
- To create and maintain a culture of quality within the group.
- To ensure that all our employees are trained in quality assistance and that this training is ongoing at all levels.
- That trained and competent personnel are available focusing at all times on customer's needs and expectations.
- To meet all legal requirements
- To provide the resources necessary to achieve the required level of quality.
- To provide documentary evidence of all quality control measures.
- To continually review, improve and implement quality control and best practice procedures.
- To seek feedback from our clients as to the level of quality delivered.

APPROVED BY :

