

Fibre Optics NQ is one of the leading telecommunications cabling organisations operating in Far North Queensland, providing a service of excellence in the supply, installation, and certification of fibre optic, copper, and wireless networks.

Fibre Optics NQ aims to provide a consistently high level of service, ensure the health and safety of all personnel while having minimal impact on the environment. This is achieved by a process of continual improvement designed to not only meet but exceed customer expectations, and to promote the sustained, profitable growth of the business.

Fibre Optics NQ will demonstrate this commitment by developing an integrated Environmental, Quality, Health and Safety Management System (IMS) that complies with all relevant legislation, regulations and other legal requirements and which meets the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 standards.

Fibre Optics NQ will achieve this by implementing the following objectives:

- Set and implement IMS objectives, policies and procedures to ensure continuous improvement and service realisation.
- Comply with all relevant legislation, regulations and other legal and industry requirements.
- Maximise customer satisfaction by not only meeting but exceeding quality, timeliness and other agreed performance requirements.
- Employ personnel with the appropriate experience, skills, qualifications and aptitude for the activities they undertake.
- Be dedicated to continual training and development of our employees to maintain the highest level of skill and expertise and ensure the implementation of safe work practices.
- Provide and maintain a healthy and safe working environment with the intention of minimising risks through the implementation of safe work practices, safe work instructions and the provision of safe plant and equipment.
- Investigate all incidents and non-conformances and implement prompt preventative or corrective actions to avoid occurrence or re-occurrence.
- Consult with all employees on relevant policies and procedures, objectives and targets, encourage participation and implement effective communication methods within the company.
- Conserve resources and energy while engaged in our various work activities to prevent or minimise impact on environmental factors such as air, water, land, cultural and heritage values.
- Continue seeking to minimise waste by maximising recycling opportunities.
- Review and measure our performance and analyse results to identify opportunities for continued effectiveness and improvement.
- Ensure audits and other requirements are complied with and appropriate document management processes are in the workplace.
- Provide adequate resources to meet the above requirements.

This policy will be reviewed annually by management and will be communicated to all employees and persons working on behalf of the company.

Gillian Trenerry
(Director Name)


(Director Signature)

10.02.23
Authorisation Date