



CONCEPT SAFETY SYSTEMS QUALITY POLICY

Concept Safety Systems (CSS) is a privately owned company created to commercialise technologies spun out of the public sector emergency services environment. Headquartered in Brisbane Australia, CSS is rapidly expanding to assist our government partners and industry clients to obtain the business and security benefits of adopting our leading edge emergency response solutions.

CSS provides leading-edge safety, emergency evacuation planning and first-responder management solutions to the government, property, industrial and commercial sectors globally.

Having acquired the commercialisation rights to a range of leading edge technologies from government and public sector research organisations, coupled with our own product research and development, CSS is at the forefront of the fire safety and emergency response fields globally.

Whether it is a natural disaster caused by flood, or a large scale industrial plant fire, CSS can assist organisations to more effectively plan, train and manage the evacuation and emergency response required for that specific circumstance.

CSS offers a range of specialist solutions to both its government partners and industry clients. From assisting commercial building operators to comply with regulatory obligations for building fire safety, to more complex and sophisticated emergency response solutions, CSS offers a range of solutions to suit your specific requirements.

Our primary objective is to provide quality service that delivers effective solutions and provides exceptional value to our clients.

To achieve this objective, Concept Safety Systems has a framework of quality management systems, which embrace both Quality Assurance and continual improvement.

A focus on Quality Assurance provides confidence to our clients that our service fully meets their requirements. As such, our Quality Assurance system, which complies with ISO 9001, highlights the importance of strategic planning and review processes.

A focus on continual improvement encourages us to develop our reputation, people, technologies and finances so that we can achieve sustainable and professional business practices. This focus leads to not only key learning experiences but also to improved customer service.

Our organizational culture recognizes and rewards openness, teamwork, learning and growth, and is underpinned by our commitment to:

- Providing excellence in customer service.
- Going that extra step to make our customers our top priority.
- Focusing on adding value to everything we do.
- Ensuring that our people are valued and recognized for their efforts.

Concept Safety Systems Quality Policy is implemented through the following key strategies:

- An on-going commitment to recruit and retain highly skilled, motivated, qualified and experienced professionals.
- Encouragement of professional development for all employees and the application of technology to work processes, thus improving the quality of service provided to clients.
- Development of a management structure that demonstrates positive attitudes, encourages personal and professional development, and which rewards effort, honesty, ethics and initiative.
- Adaptation to change, not only in response to the economic and industry variations, but also to the needs, interests and requirements of our clients.

The assurance of quality in all work undertaken by Concept Safety Systems is paramount to everything we do.

John Hummelstad

Executive Chairman – March 2013

A handwritten signature in black ink, appearing to read 'John Hummelstad', with a long horizontal stroke extending to the right.

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