

## 5.2 Quality Policy

IMS Ambulance Services Pty Ltd is an Australian owned and operated Private Ambulance Service committed in delivering best practice patient care in the provision of Non-Emergency Ambulance services across Metropolitan Adelaide and Country Regional Areas. IMS Ambulance Service specialises in Patient Transport for hospitals, rehabilitation facilities and nursing homes ensuring the timely, efficient and professional transport of patients for admission, discharge, medical appointments and inter-facility transfers.

Industrial Medic Services Pty Ltd is an Australian owned and operated specialist service division dedicated to the provision of Occupational and Workplace Injury Response for our industry clients and providing Paramedics and Nursing personnel to remote mining sites and the Australian Defence Force. Our services are not only treatment based onsite at the workplace, we also provide injured client employees with a 24 hour courtesy transport service for Non-Emergency work injury in order to receive medical care, diagnostics and treatment therapies through our extensive medical provider network.

It is the policy of IMS Ambulance Services Pty Ltd and Industrial Medic Services Pty Ltd (collectively referred as "IMS") to ensure a prompt Non-Emergency response to all transport bookings and provide exceptional medical support and service to our clients and patients.

IMS will ensure that the procedures in the QMS are adhered to and that all personnel are aware of this policy and of the importance to the organisation in achieving a quality service and focus on continuous improvement.

To achieve this Quality Policy, IMS is committed to:

- Maintaining an accredited quality management system which complies with ISO 9001-2015
- Ensuring that the system is capable of detecting, reporting and correcting any non-conformance in the services provided
- Pro-actively identifying preventative actions necessary to avoid non-conformance
- Maintaining industry specific licencing requirements
- Providing skilled, competent personnel who are able to administer this policy
- Continuous improvement on Quality Assurance Management Systems and practices by measuring our performance against clearly defined quality objectives

A handwritten signature in black ink, appearing to read "Craig Harris".

Craig Harris  
Director

A handwritten signature in black ink, appearing to read "James Stradling".

James Stradling  
Director