



# Integrated Management Policy

## (incorporating Quality, Safety, Environmental, Facility & Asset Management Systems)

The Board and Management of CISC Pty Ltd, operating as The Construction Training Centre (CTC), is a resource hub for the building and construction industry and is dedicated to building skill solutions to exceed client expectations.

Our mission is to equip people with the skills they need for the future, to develop the Queensland building and construction industry with the highest quality workforce and specialist knowledge.

We have a commitment to our tenants, partners, workers, contractors and the general public to consistently provide exceptional service to enhance customer satisfaction, to ensure the safety of all (both physical and psychosocial), to protect our environment, prevent pollution, to reduce waste, and to maintain world class training facilities.

We actively facilitate partnerships for future collaboration among the community and encourage the shared utilisation of specialist resources to maximise potential and minimise wastage.

We have adopted an integrated management system approach based on the international standards ISO 9001:2015 for Quality; BS ISO 45001:2018 for Occupational Health & Safety; ISO 14001:2015 for Environment; BS EN ISO 41001:2018 for Facility Management and BS ISO 55001:2014 for Asset Management.

CTC has established a framework to set objectives which are reviewed through the 6 monthly Management Review process. We strive to continually improve our service and increase the efficiency of our operations.

CTC will achieve this by:

- Ensuring honesty, integrity, transparency and relevance to the local context are maintained while striving for best practice in all areas of operation;
- Making quality of service and the understanding of client requirements and satisfaction the responsibility of all employees;
- Encouraging and maintaining a culture that requires everyone to inform management of any safety or environmental issues in order to prevent work-related injury, ill health (both physical and psychosocial) or damage to the environment;
- Communicating, consulting and encouraging participation of workers, tenants and contractors on matters relevant to the Integrated Management System;
- Continuing to create and build on committed partnerships with industry leaders;
- Ensuring compliance with all customer, statutory, legislative, regulatory, codes of practice and other requirements;
- Defining roles and responsibilities within our Integrated Management System and providing training in order to continually improve the skills of our people and their awareness and knowledge of issues and practices;
- Continuing our role as a good corporate citizen with a socially responsible attitude to all our services and to strengthen our local and wider community;
- Encouraging sound governance, innovation and leadership;
- Providing sufficient and suitable resources to support our management system;
- Adopting risk-based thinking and a process approach to our operations to facilitate improvement and growth; and
- Maintaining, monitoring, reviewing, auditing and continually improving the Integrated Management System consistent with certification requirements.

Phil Diver  
**Chief Executive Officer**

Paula Masters  
**Chairman**