

Integrated Management System Policy

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PURPOSE

The purpose of this policy is to outline Bennett + Bennett's commitment to delivering high-quality services while protecting the health, safety, and wellbeing of our people, safeguarding the environment, and ensuring the confidentiality, integrity, and availability of information.

This policy provides the overarching framework for Bennett + Bennett's Integrated Management System (IMS), which aligns to:

- **ISO 9001:2015** (Quality Management)
- **ISO 14001:2015** (Environmental Management)
- **ISO 45001:2018** (Occupational Health & Safety Management)
- **ISO 27001:2022** (Information Security Management)

SCOPE

This policy applies to all Bennett + Bennett employees, contractors, consultants, and third-party providers who perform work for or on behalf of the organisation.

It covers:

- All offices, operations, and project activities
- All forms of information (physical and digital)
- All business processes, systems, and infrastructure
- All activities that may impact quality, safety, environmental performance, or information security

OUR COMMITMENT

Bennett + Bennett maintains an Integrated Management System designed to ensure the consistent delivery of high-quality services, safe and healthy working conditions for all workers, and strong environmental stewardship across our operations. Our IMS also incorporates robust information security practices to safeguard our information assets and protect the confidentiality, integrity, and availability of data. Through this system, we ensure compliance with all applicable legal, regulatory, and contractual requirements, while driving a culture of continual improvement across every area of the business.

Quality

We are committed to:

- Delivering services that consistently meet or exceed client requirements, contractual obligations, and statutory regulations.
- Ensuring accuracy, efficiency, and professionalism in every project we undertake.
- Continuously improving our processes through monitoring, feedback, and innovation.

Health & Safety

We maintain a strong safety-first culture by:

- Providing safe and healthy working conditions to prevent work-related injury and ill health.
- Identifying hazards, assessing risks, and implementing effective controls.
- Consulting and involving our employees and stakeholders in safety matters and decision-making.
- Complying with all applicable legal and other OHS requirements.

Environment

We minimise environmental harm by:

- Minimising our environmental impact by preventing pollution, reducing waste, conserving natural resources, and protecting biodiversity.
- Complying with environmental legislation, regulations, and other obligations.
- Promoting sustainable practices in our operations and supply chain.

Information Security

We maintain an Information Security Management System that:

- Protects the confidentiality, integrity, and availability of information
- Manages information security risks through structured governance and controls
- Ensures compliance with the Privacy Act 1988, Australian Privacy Principles, and relevant contractual commitments
- Promotes security awareness across all staff and contractors
- Ensures suppliers and partners adhere to Bennett + Bennett's security requirements

HOW WE ACHIEVE THIS

- Implementing, maintaining, and continually improving our IMS in line with ISO 9001:2015, ISO 45001:2018, ISO 14001:2015 and ISO 27001:2022 requirements.
- Setting measurable objectives and regularly reviewing our performance.
- Providing training, resources, and support to ensure our team can perform their work safely, sustainably, and to the highest quality standards.
- Engaging with our clients, suppliers, and the community to foster strong, collaborative relationships.
- Reviewing this policy annually to ensure it remains relevant, effective, and aligned with our strategic direction.

OUR PROMISE

We recognise that quality, safety, environmental performance and the protection of information are shared responsibilities. Every team member is expected to uphold this policy in their day-to-day work, so that together we deliver outstanding results while protecting our people, our clients, and the information entrusted to us, and managing our environmental responsibilities appropriately.

POLICY REVIEW

This policy will be reviewed annually or earlier if legislative or operational changes require it.

ROLES AND RESPONSIBILITIES

Parties	Roles and Responsibilities
CEO / Board of Directors	Provide leadership and support for the IMS; ensure strategic alignment and adequate resources.
CIO	Accountable for the ISMS; ensures information security strategy, risk oversight, and resourcing.
ICT Operations Manager	Owner of information security controls, incident response, and system compliance.
Compliance & Business Systems Manager	Ensures alignment with ISO 9001, 14001, 45001, and 27001; oversees internal audits and corrective actions.
Operations Manager / Project Managers	Ensure quality, safety, environmental and information security requirements are implemented in day-to-day operations.

IMS Committee Members	Review performance, risks, incidents, and improvement opportunities.
All Employees & Contractors	Comply with this policy and associated procedures; work safely; protect the environment; safeguard information; report hazards, incidents, and security concerns immediately.

MONITORING AND EVALUATION

The Compliance and Business Systems Manager is responsible for overseeing the Management System process, including monitoring compliance with this policy and ensuring all changes are managed appropriately.

Any queries regarding this policy should be directed to the Compliance and Business Systems Manager.

REVISION RECORD

Version	Date	Description	Approved by
V-01	9 October 2025	Approved Policy	Board of Directors
V-02	17 December 2025	Information Security Added	Board of Directors