Quality Policy

HRTA aspires to be a leader in quality management by delivering a standard of excellence in its services and solutions that exceeds customer needs.

HRTA is committed to continually improving the effectiveness of its quality management system by establishing, implementing, and maintaining measurable quality objectives and targets that comply with the requirements ISO 9001:2015 Quality Management Systems.

Our commitment to quality is reflected through focus on continual improvement and reasonable compliance with applicable regulations, industry standards and best practices, contractual and customer requirements, corporate initiatives and health, safety and environment policies and procedures.

HRTA will continuously identify, assess, manage, and improve all elements of its activities that impact upon effective quality management and in order to achieve this objective we will -

- Implement a quality management system that is in accordance with the Company Business Model ISO 9001:2015;
- Ensure that each process owner has the policies and procedures necessary to achieve the desired quality related outcomes;
- Ensure the key processes are owned and have been appropriately communicated throughout the organization;
- Develop and maintain management systems that establish responsibilities, targets, monitoring methods and a review process for quality performance;
- Engage vendors and subcontractors that support our quality objectives and targets;
- Provide information, instruction, and training for workers on quality issues; and
- Continually strive to improve responsiveness to clients, to anticipate customer requirements, and to provide clients with the best service available within our market sector.

It is the responsibility of everyone at all levels of the organization to provide the effort, guidance, and resources necessary to deliver quality products and services to our clients, in a safe and environmentally friendly manner. HRTA's Managing Director is responsible for honouring the commitments above and for ensuring this policy remains relevant and appropriate to the activities of the organization.

Line management has a leadership role in the communication and implementation of the quality processes and procedures and ensuring compliance with ISO 9001:2015. This policy is applicable to HRTA managed activities at all locations, it will be communicated to every HRTA worker, displayed in a prominent position at each office location and be made available to interested parties upon request. This policy will be audited, reviewed regularly, and revised to reflect changes in legislation or company requirements.