

## QUALITY MANAGEMENT POLICY

The Quality Management Policy outlines NEATO Employment Services Pty Ltd (the Company's) approach to quality assurance and continuous improvement. We are an employment service provider specialising in the development and sourcing of job seekers quickly, professionally and cost effectively to registered training organisations for development and to local employers to secure sustainable employment.

### Purpose

This Quality Management Policy describes the Company's strategic approach to quality management and continual improvement which is guided by our Vision Statement with a strong commitment to quality and excellence to *'Be the provider of choice throughout regional Queensland'*.

All employees of the Company are committed to attaining business success and excellence by achieving our objectives:

- To fully satisfy the stated and implied requirements of our customers, job seekers and legislation;
- We commit to the constant evaluation of NEATO's Integrated Management System with a Plan-Do-Check-Act (PDCA) approach comprising of both Quality Management and OH&S to strive for long term continual improvement;
- Educate and train our people to continually improve their skills, awareness and knowledge to foster core values in quality excellence and practices ensuring that we meet all our customer and client requirements as per the jobactive deed and the Integrated Management System;
- Respond to complaints by acting immediately and decisively and in doing so improving our service delivery and company resilience;
- Identify, report, investigate and resolve all non-conformances and take action to prevent recurrence;
- Uphold regulatory compliance including ongoing review of statutory obligations, the Departments quality assurance framework requirements and standards that apply to our business;
- Ensure that the Integrated Management System objectives are communicated to our people through job descriptions, procedures, periodic training (e.g. Client Free Day) and review; and
- We commit to review our quality objectives at least annually.

### Scope

This policy supports the development of a quality culture in which all staff assume responsibility for quality and engage in quality management at all levels and areas of the Company. Quality and reliability of our services are the responsibility of everyone and everyone has quality related responsibilities and a "do it right first time" approach.

This policy is aligned with the Australian and New Zealand International Organisations for Standardisation *AS/NZS ISO 9001:2015 Quality Management Systems (QMS)*.

### Responsibilities

The intent and application of this policy is embedded within the work of all employees of the Company.

- The Company's Board of Directors are responsible for providing oversight of the quality management of the Company;
- The Company's Senior Management are responsible for ensuring that the Quality Management Policy is communicated, understood and implemented for their respective areas;



- Area Managers, Team Leaders, Site Contacts and Supervisors are responsible for providing direction and clarification on how each individual role contributes to quality management and continual improvement of the Company; and
- Staff are responsible for full participation, engagement, resolving issues, meeting standards and ensuring quality and continual improvement relevant to their role.

**For further information, you can go to:** Your Team Leader, Area Manager or the Human Resources team.

