

## Quality Policy

WorkPac specialises in tailored, end-to-end solutions in workforce management, recruitment, skills and career development across diverse sectors including Mining, Industrial, Construction, Engineering, Healthcare and Social Care. Our activities are developed with a view to create strategic partnerships with those we deal with including our employees and clients.

Quality is an integral part of who we are and our success and is the responsibility of all our employees. WorkPac has been quality certified since 2002, ensuring the quality of our services, systems and processes through our Quality Management System Manual are based on the Quality Management Systems Standard ISO 9001:2015.

Our leadership team and employees are committed to continually improve the effectiveness of our quality system. We are dedicated to delivering exceptional workforce management, recruitment, skills and career development services through the following practices:

- Ensuing compliance with relevant regulatory, legislative and statutory requirements;
- Focusing on and prioritising the health and safety of our people by implementing industry leading health and safety management systems and processes;
- Striving to minimise our environmental footprint through efficient resource use, waste reduction, and support for sustainable practices. Our goal is to deliver high-quality services that meet customer expectations and contribute to global sustainability and climate action;
- Carefully selecting and training our employees to maintain high standard of work and service excellence to our clients;
- Understanding the needs of our clients and complexities of the industries in which they operate;
- Meeting or surpassing our clients', FTMs and employees' expectations;
- Maintaining a strong customer support program and actively monitoring client and employee satisfaction;
- Fostering a quality focused culture and regularly reviewing our objectives to ensure our internal framework supports our clients and FTMs effectively;
- Establishing a management team that fosters a unified purpose, through active commitment and involvement in implementing our Quality Management System; and
- Conducting our business with a strong ethical, responsible and socially aware approach.

Our market continues to rapidly evolve. With a key focus on our competitive edge, WorkPac remains committed to effective leadership and exceeding both candidate and client expectations while driving business growth. Our Quality Management System is central to our success, providing robust controls for our systems, processes, and activities. It ensures that we, along with our employees, suppliers, and subcontractors, adhere consistently to this policy and adapt effectively to changes.

Signed:



**HAMISH GRIFFIN**  
**Managing Director**

WorkPac  
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