

Quality Policy

WorkPac engages in various businesses, including its primary business of recruitment and human capital solutions. This involves inductions, assessments, training and placement of human resources within the mining, construction and healthcare industries. Our activities are developed with a view to creating 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, and we ensure the quality of our services, systems and processes through our Quality Management System Manual which is based on the Quality Management Systems Standard ISO 9001:2015.

Our management team and employees are committed to continually improving the effectiveness of our quality system. We are dedicated to delivering exceptional recruitment services through the following practices:

- Meeting all of our relevant regulatory, legislative and statutory obligations;
- Focusing on the health and safety of our people and striving for industry leading health and safety management systems and processes;
- Carefully selecting and training our employees to maintain high level of work standards and services to our clients;
- Understanding the needs of our clients and the intricacies of the industries in which they operate;
- Meeting or exceeding our clients', FTMs and employees' expectations;
- Maintaining a strong customer support program;
- Monitoring client and employee satisfaction;
- Fostering a quality culture and consistently reviewing our objectives to ensure our internal framework is supporting our clients and FTMs;
- Establishing a management team that promotes unity of purpose, by demonstrating commitment and involvement in implementing our Quality Management System; and
- Conducting our business with an ethical, responsible and socially aware philosophy.

Our market is evolving rapidly, and we need to keep up with the pace of change to maintain our industry leadership in fulfilling our customer's needs and growing our business. In pursuit of this, we believe the key to our success in achieving this remains our management system, which ensures effective controls are consistently applied to our systems, processes and activities as well as ensuring that our employees, suppliers and subcontractors also comply with this policy.

Signed:



HAMISH GRIFFIN
Chief Executive Officer
WorkPac
4th September 2023