

## Quality Policy

Westvic Staffing Solutions is dedicated to providing services that are appropriate to the purpose and context of the organisation and supports our strategic direction.

To progress as an organisation quality shall be built in to every service we provide. In-built quality begins at the conception of our services, and continues through tailoring to meet our customers' requirements and the delivery of the services and fulfilment of our undertakings and obligations to our customer.

Every person involved with our services has responsibility for its quality, reliability and safety. "Making it right the first time" is the overall objective for every operation and ensures continuing improvement of our quality system and ultimately the success for the company, employees and customers.

Communication is an essential part of our policy, which means keeping everyone informed of changes in company direction and technology. Training is provided to enable all employees to perform their jobs efficiently and achieve their career goals.

Westvic Staffing Solutions is a community and safety conscious organisational environment which strives to continually improve the services provided to our customers.

## Quality Objectives

- ✓ **Customer focus.** Meeting and exceeding customer needs is the primary focus of quality management and will contribute to the long-term success of the Westvic Staffing Solutions. It is important to not only attract but also retain the confidence of our customers, so adapting to their future needs is the key.
- ✓ **Leadership.** Having a unified direction or mission that comes from strong leadership is essential to ensure that everyone in the organisation understands what we are trying to achieve.
- ✓ **Engagement of people.** Creating value for our customers will be easier if we have competent, empowered and engaged people at all levels of organisation.
- ✓ **Process approach.** Understanding activities as processes that link together and function as a system helps achieve more consistent and predictable results. People, teams and processes do not exist in a vacuum and ensuring everyone is familiar with Westvic Staffing Solutions activities and how they fit together will ultimately improve efficiency.
- ✓ **Improvement.** To be a successful organisation we will have an ongoing focus on improvement. Reacting to changes in the internal and external environment is necessary if we want to continue to deliver value for our customers. This is of paramount importance today when conditions evolve so quickly.
- ✓ **Evidence-based decision making.** Making decisions is never easy and naturally involves a degree of uncertainty, but ensuring our decisions are based on the analysis and evaluation of data is more likely to produce the desired result.
- ✓ **Relationship management.** Today's businesses and organisations do not work in a vacuum. Identifying the important relationships we have with interested parties such as our suppliers – and setting out a plan to manage them – will drive sustained success.