

Quality Policy

SAFEgroup is committed to delivering quality services to meet or exceed client expectations and focusing on continued improvement in our processes. We accomplish this by monitoring our performance against our established objectives, identifying areas where we can improve our processes through management commitment and training.

Objectives

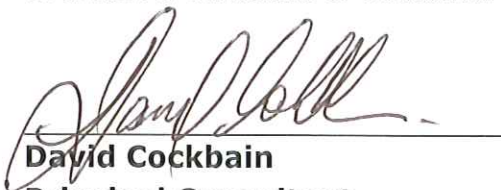
- Customer satisfaction
- Delivery performance
- Proposal acceptance
- Quality of service
- Contract extension/repeat business
- Adherence to contract budget
- Worker retention

Achieving Objectives

This will be achieved through an integrated process and systems approach by:

- Providing a safe work environment with a proactive Work Health and Safety Management System in place for early identification of potential risk or hazards to reduce the likelihood of incident or injury;
- Conducting operations in compliance to state and local government environmental guidelines and requirements;
- Ensuring all workers embrace the **SAFEgroup** culture of continuous improvement of services and client satisfaction;
- Setting realistic objectives and targets, which are measurable against the strategic plan;
- Maintaining and improving customer communication, focus, satisfaction levels and knowledge and understanding of our services;
- Encouraging innovative product, service and process development throughout **SAFEgroup** and actively promote our range of services and products to current and potential clients in order to encourage and sustain growth;
- Continuous monitoring and evaluation of activities to enable the identification of opportunities for improvement; and
- Planning and monitoring financial, contract and supply activities to ensure the long term involvement and profitability of all stakeholders;

SAFEgroup will continue to strive for best practice and continuous improvement to maintain our sustainable competitive advantage for quality of performance. Our aim is to attain a standard of customer service well above that expected in our industry.



David Cockbain

Principal Consultant

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