

# Group Quality Policy

Our purpose is to build outstanding people, strong customers and great communities.

Programmed is committed to providing exceptional value to our customers through the quality and reliability of our people and management systems. We are committed to ensuring that our operational delivery models align to the needs of our customers, support the principle of doing it right the first time, encourage innovation and drive continuous improvement.

## Our Management System Commitment



Programmed will seek to understand and meet our customers and other stakeholder expectations with the development and implementation of effective quality systems and services in line with the requirements of ISO 9001.



Programmed will communicate this policy to all employees, suppliers and contractors and raise awareness of our pursuit towards operational excellence and the quality of standards in everything we do.



Programmed is committed to responding to both internal and external issues, complaints and improvement opportunities in a timely and effective manner.



Programmed will continue to refine and improve our management systems to ensure that the quality of our service delivery remains consistently high and is delivered in the most effective way possible.

## Performance Evaluation and Improvement



Programmed will proactively seek out and listen to our customer's feedback to understand what's important to them and enable us to improve the quality of our solutions and enhance our customer experience.



Programmed will ensure we report on our quality objectives and targets regularly and have governance processes in place to recognise great performance and address identified improvement opportunities.



Programmed will maintain an internal audit / review program to ensure that our services are delivered in a consistent manner that meet or exceed our customers' requirements or expectations.



Programmed will actively encourage our employees, suppliers and contractors to challenge the status quo and seek out innovative new ways to improve on how work is done.



Programmed is committed to investing in the competency of our people through ongoing training and development to ensure the consistent delivery of our services.

This policy applies to all activities undertaken by Programmed.



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