

QUALITY POLICY

INTEGRATED MANAGEMENT SYSTEM

Quality is the foundation of Archer's organisational core. It is embedded in Archer's purpose, values and is an integral part of Archer's Business Principles. These principles guide Archer's actions to deliver services that are accurate, compliant and preferred. They are essential to achieve Archer's ambition; to be recognised and trusted as Australia's premier outsourced workforce management company.

Archer's Quality Policy summarises the essential elements that are required to ensure Archer's service provision to clients meets all their requirements and exceeds their expectations.

Archer's quality policy is based on three fundamental principles:

1. Ensuring that Archer's service provision to clients delivers according to the scope of services that have been outlined and formalised in contractual discussions;
2. Reviewing Archer's service provision processes, identifying the potential for risks and errors and taking the necessary action to eliminate them; and
3. Ensuring all team members of Archer understand their operational duties and are managing the service delivery of these duties in-line with Archers organisational expectations.

Archer is also committed to the following:

- Complying with the requirements of ISO9001:2015, all statutory requirements, codes of practice and Archer Standard Operating Procedures (SOPs);
- Continuous improvement of the Quality Management System; and
- Fostering a quality mind-set.

To ensure that the Quality Policy is successfully implemented:

- Internal Archer personnel will be responsible for identifying client requirements, and ensuring that the correct procedures are followed in order to meet those requirements;
- Consultation will take place with internal Archer personnel and other Archer stakeholders to improve the effectiveness of the Quality Management System, with a formal review taking place at least annually. In accordance with this, the Quality Policy shall also be reviewed annually prior to the Internal Audit;
- Ensuring quality management principles are included in all organisational planning activities i.e. Group Management Meetings and Management Review Meetings, as well as incorporated into any Staff Orientations and Workplace Training Archer personnel receive;
- Ensuring that all Archer personnel are adequate trained to perform services and tasks that are competent;
- Clearly understanding the current requirements, and importantly, the future needs of cliental and Archer stakeholders;
- Establishing objectives that are realistic, achievable and measurable; whilst reviewing organisational performance against these objectives at the Group Management Meeting; and
- Communicating the Quality Policy to Archer personnel, clients and all interested parties.

