



Quality Policy

Workforce International Group is committed to delivering quality services to all of our clients and stakeholders. We provide traffic management, line marking, labour hire, and value-added products and services to a wide range of customers. As a large employer and service provider, we realise our financial success relies on our ability to meet, or exceed, the demands of our clients.

We aim to provide quality products and services delivered in a safe and environmentally conscious manner by:

- engaging in business in an open and transparent way and submitting these practices for voluntary audit and certification to International and Australian Standards;
- providing services and goods in such a manner as to maintain quality, safety and accountability for the motoring public, clients and road owners (government departments);
- complying with industry body certification requirements;
- setting objectives and targets to continually improve the Quality Management System; providing an engaging and innovative working environment that is dedicated to continuous improvement and staff development;
- employing a consultative approach, utilising effective teamwork with all people who benefit from our services;
- defining our clients' requirements and striving to exceed their expectations;
- planning and managing changes to our systems through regular communication, internal audits and reviews by management;
- encouraging all employees to perform to their best ability and to be responsible for the work they do; and
- working cooperatively with our suppliers to make sure the entire value chain benefits from our performance.

This policy operates in conjunction with our Quality Manual and will be reviewed as needed to ensure its effectiveness.

Chief Executive Officer – September 2020



**WORKFORCE
ROAD SERVICES**



**TRAFFIC GROUP
AUSTRALIA**