

# Quality Policy

**As Australia's leading provider of technology and digital talent, Paxus connects thousands of talented people to great technology and digital jobs every year.**

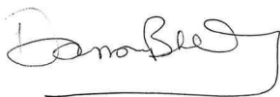
Our Quality Policy has been developed to give confidence to our various customers, be they clients, candidates or contractors, that we adhere to a set of best practices that are designed to provide high levels of service satisfaction and a framework for continual improvement. These practices include:

- Reviewing the business strategy annually.
- Developing business plans and quality objectives annually.
- Measuring key business metrics monthly and identifying areas for improvement.
- Measuring customer experience and responding to feedback.
- Monitoring process efficiency and effectiveness to actively identify ways to continually improve.
- Complying with applicable statutory, client and industry requirements.
- Documenting and keeping up-to-date our key processes.
- Inducting and re-training staff to ensure consistency of practice.
- Surveying staff engagement and responding to feedback.
- Providing staff with career development opportunities.

Our Quality Management System ensures regular auditing of our processes and systems, resulting in the refinement of our best practices and the identification of opportunities for improvement.

Our journey towards business excellence is further assured by regular reviews and compliance with AS/NZS ISO 9001 and other relevant standards.

Approved by



Darran Butcher  
Managing Director