



Quality Policy

Our quality culture is shaped by our commitment to understanding customer needs, continually improving how we work and delivering services in a sustainable way.

These commitments guide how we meet applicable requirements, manage risk, encourage innovation, deliver reliable and consistent services, and maintain effective management systems. Everyone who works with us, including employees, suppliers and contractors, is expected to take an active role in maintaining quality standards, supporting continual improvement and delivering value to our customers and communities.

In giving effect to these commitments and meeting our responsibilities, we are committed to:

- Maintaining and continually improving an effective Quality Management System aligned with ISO 9001 and applicable customer, statutory, regulatory and contractual requirements.
- Setting measurable quality objectives, monitoring performance through audits, vendor and management reviews, and verifying controls to support service reliability, process conformity, compliance and continual improvement.
- Understanding and meeting customer and stakeholder needs so our services consistently deliver value, satisfaction and required outcomes.
- Applying risk-based thinking to manage risks and opportunities, including climate change considerations, where they may affect service quality, compliance, customer outcomes, information integrity, sustainability, supply chain performance and changing operating conditions.
- Identifying, monitoring and complying with applicable requirements, supported by accurate records and reporting data that demonstrate compliance, transparency and evidence-based decision-making.
- Working collaboratively with suppliers, contractors and delivery partners by setting clear expectations, communicating relevant requirements and reviewing performance.
- Building the competency, capability and accountability of our people through appropriate training, support, systems and information.
- Responding to nonconformities, complaints and improvement opportunities in a timely and effective way by identifying root causes, implementing corrective actions, applying lessons learned and preventing recurrence.
- Seeking opportunities to improve operational efficiency, promote innovation and enhance the way we deliver services.

This policy applies to all activities undertaken by PERSOL | Programmed.

Graeme Hurn
CEO Programmed

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