

# QUALITY POLICY

**Contract Resources is committed to implementing quality assurance processes and systems that enable us to provide consistently high-quality services.**

Contract Resources commits to taking all practical steps to ensure consistency and high-quality of its services by:

- Integrating quality management principles into all aspects of our business.
- Setting quality objectives and targets in line with business goals.
- Complying with relevant legislation, client and other requirements the Company subscribes to.
- Cultivating a risk management culture where hazards and risks are continually identified, assessed and reduced to as Low as Reasonably Practicable, and opportunities to set new standards.
- Consulting, communicating and encouraging participation with stakeholders about issues that affect the quality of work.
- Implementing training programs to enhance the skills and engagement of our workforce.
- Reporting all hazards, non-conformances, defects and incidents, to enable corrective actions that address root causes.
- Collecting monitoring and measuring data and sampling actual compliance, and then reviewing performance against it.
- Delivering continual improvement of business systems, processes and documents through corrective and preventative actions, innovations, opportunities and ideas.

Our Chief Executive Officer has ultimate responsibility for the implementation of this policy, supported by the senior management team, who are accountable for its application within their respective area of responsibility. All employees recognise that all have an obligation to ensure the quality of work they perform.

This policy will be made available to interested parties and the public, reviewed annually by senior management to ensure its continued relevance to the organisation, and reviewed two-yearly by the Board.



**Michael Charles**  
CEO - CR/IS