

## Quality Policy

### **POLICY STATEMENT:**

It is the policy of Diverse Group Australia Pty Ltd to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations and the products and services provided by our company.

### **AIMS AND OBJECTIVES:**

Our objectives are to:

- Identify the changing needs and expectations of our customers.
- Develop and maintain processes and procedures that ensure that these changes are accommodated.
- Achieve efficiency in our operations, attention to detail, and responsiveness to customer priorities.
- Provide quality products and services on time, and at the lowest cost, and
- Provide an employment environment where continuous improvement is encouraged.

### **RESPONSIBILITIES:**

Diverse Group Australia Pty Ltd, as a company will:

- Train all employees and contractors to identify areas where improvement can be achieved.
- Remove wasted and non-value added steps and time in our processes where feasible.
- Strive to ensure that customer and stakeholder satisfaction is achieved at all times, and in all things, and
- Support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

Employees are expected to:

- Assist and cooperate in ensuring that this policy is followed, and
- Actively participate in the adherence of this company to the achievement of the goals and objectives of this policy.



**Jason Bull**  
**Managing Director**  
**Diverse Group Australia Pty Ltd**

Date: 20/06/18

## Our Values

### Safety

Our focus is on ensuring the health, safety and wellbeing of our people, community and the environment.

### Teamwork

We work in collaboration to achieve common objectives by communicating openly, honestly and supporting each other.

### Respect

We celebrate diversity and strive for a workplace where interactions with our team, our clients, traditional land owners and the environment are based on respect and mutual reward.

### Innovation

Our commitment to researching the latest advances in technology, equipment and work practice ensure a culture of continual innovation.

### Versatility

Our flexibility and adaptive approach enable us to meet our clients' needs with agile responsiveness which deliver positive outcomes.

### Expertise

We offer a broad range of skills, knowledge and experience to our clients while working with them to deliver positive outcomes and solutions.