



Quality Policy

Workforce International Group is an Australian owned and managed private organisation. We service a wide range of consumers from multinational providers on large scale projects to small owner operators for Traffic Management, Line Marking, Labour Hire, and value added products. As one of the largest Road Services companies in Australia, we realise our financial success is hinged 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 certification to International and Australian Standards Quality ISO 9001:2015 and Safety AS/NZS 4801:2001;
- 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 bodies' certification requirements;
- committing to continual improvement of the Quality Management System by providing a framework for our company's Objectives and Targets.
- providing an engaging and innovative working environment that is dedicated to continuous improvement and staff development;
- employing a cooperative approach utilising effective teamwork with all people who benefit from our services;
- defining our clients' requirements and putting into action our policies, procedures and a culture which can meet or, if possible, exceed their expectations;
- planning and managing changes to our systems through regular internal audits and formal reviews by senior 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.

Our commitment to quality, backed up by this system, will enable us to increase market share, strengthen our company reputation and provide appropriate professional development; a satisfying work environment for our employees and quality services to our clients.

This policy is communicated, understood and applied throughout the organisation and is made available to interested parties, as appropriate.

This policy and associated manual are reviewed annually.

Chief Executive Officer – October 2017



**WORKFORCE
ROAD SERVICES**



**TRAFFIC GROUP
AUSTRALIA**