

## Quality and Continual Improvement Policy

### OBJECTIVE

PF Olsen is committed to provide exceptional client experience, through:

- having highly engaged staff focused on great service outcomes for our clients.
- optimising profitability and growing sustainably.
- creating a great place to work

### WE COMMIT TO:

1. Providing a safe and supportive place to work that allows staff to learn and grow.
2. Cultivating client relationships by actively identifying their needs and expectations.
3. Growing the business by identifying and nurturing opportunities.
4. Understanding and respecting community and environmental values.
5. Acting ethically, which includes not offering or receiving bribes and complying with our legal obligations.
6. Improving the business by measuring performance and actively checking the value of our business outcomes.

### We will achieve our Quality & Continual Improvement Policy by:

- Engaging with our business partners to understand their needs and expectations and seeking critical feedback on our performance.
- Embedding the three steps of risk identification (issue evaluation, control and management) into all business processes.
- Communicating with clients to clarify expectations, mitigate risks and actively seek business improvement opportunities.
- Establishing business objectives that will be evaluated and actively reviewed.
- Developing and implementing a structured approach to training and development.
- Adopting technology solutions to continually improve processes.
- Implementing formal reviews of policies and processes supported by planned monitoring and audits.
- Responding to and investigating incidents, owning unplanned or undesirable outcomes and delivering solutions based on objective analysis and review.
- Reporting outcomes of our service activities to clients objectively and in a timely manner.

This document, signed and dated by the CEO, certifies our commitment.



PF Olsen Ltd – CEO Signature

Date: 30 / 09 / 2022