

Western Work Force's ambition is to supply cost-effective, efficient, reliable and transparent services that consistently meet or exceed the requirements and expectations of our customers. We will leverage our knowledge and experience to be a reliable and trusted recruitment provider of labour hire personnel in Australia by differentiating ourselves in the marketplace through customer experience and the quality of personnel supplied.

Our Quality Policy is supported by an integrated management system. Our operations will reflect the outcomes of this coordinated integration and will be driven by the valued participation and input of our employees and customers.

### Commitments

Western Work Force is committed to:

- Achieving high levels of customer satisfaction by providing reliable, professional and efficient services to our customers.
- Understanding, responding promptly to, and meeting the needs and expectations of our customers and other applicable requirements.
- Making commitments that we understand and believe we can meet or exceed within our operational capabilities.
- Delivering services in accordance with agreed scopes, timelines and contractual requirements.
- Maintaining and continuously improving a quality management system that complies with ISO 9001:2015 and supports the company's integrated HSEQ management system.
- Ensuring all employees have the required competencies, training and supervision necessary to perform their duties effectively.
- Promoting a culture within the organisation where tasks are performed correctly the first time and quality is embedded in everyday work practices.
- Identifying, reporting and addressing non-conformances, incidents and opportunities for improvement to prevent recurrence.
- Identifying and managing risks that may impact service delivery or customer satisfaction.
- Measuring customer satisfaction and setting clear objectives for improvement.

### Responsibilities

To achieve these commitments, management will demonstrate leadership in developing and fostering a strong quality culture across the organisation. Management will ensure that adequate resources, training, supervision and support are provided to enable employees to deliver services that meet required quality standards. Management will also maintain a visible and ongoing commitment to service quality, encourage employee participation in improvement initiatives and lead by example in implementing the organisation's quality principles.

Employees are expected to support this policy by maintaining a professional attitude in all work activities and interactions with customers. They are required to follow applicable procedures and work instructions, promptly report complaints or quality issues, and actively contribute to continuous improvement through learning, collaboration and knowledge sharing to enhance the quality of services delivered.

### Communication

This policy will be communicated to all workers, contractors and relevant stakeholders to ensure awareness and understanding. It will be made readily available through company systems and documentation and will be introduced during employee inductions, training sessions and other relevant communications.



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11/03/2026