

Quality Policy

FieldForce4 will:

- Understand both current and future customer needs; meeting their requirements and exceeding their expectations.
- Meet regulatory and legislative requirements.
- Use a process approach to achieve a more efficient, effective outcome.
- Strive to achieve continual improvement across all aspects of our Quality Management System (QMS).
- Make decisions relating to our QMS following an analysis of relevant data from measurement and monitoring of our processes and information.
- Develop mutually beneficial relationships with our external providers to enhance the ability for both to create value.
- Undertake risk management processes in all areas that may impact our customer's expectations, or our products and services.
- Develop our employees through training and skill development, the sharing of knowledge and information.

To enable our commitments, the Chief Executive Officer will:

- Create and maintain a working environment in which people are fully involved in achieving our objectives and targets.
- Provide sufficient resources to meet and achieve any challenges. This includes people, physical, technology and equipment.
- Provide support and encouragement to our management team to demonstrate their leadership as it applies to their area of responsibility.
- Recognise that people are the essence of any good business and their full involvement and support of the QMS enables their abilities to be used for mutual benefit.

This policy is consistent with the purpose and context of our organisation. It is available and communicated to all interested parties as well as being made available to the wider community through publication on our Website and Noticeboard.

We have produced quality objectives which relate to this policy.

Chief Executive Officer: Murray Niederer

Date Approved: 11/08/2023