

Title: Quality Policy		
Responsibility: Executive Management	Effective Date: 26/03/2020	Issue: 7

OVERVIEW

To achieve our vision, we will maintain an effective Quality Management System that is integral with our business processes.

RELATED POLICIES

Work Health, Safety and Environment Policy CP1000-519

SCOPE

This policy applies to all employees within the Codan group of companies.

POLICY

We will delight our Customers by providing products and services that consistently surpass the high standards demanded to meet or exceed their needs by:

- Conducting our operations in compliance with all applicable legislative and regulatory standards.
- Promoting a defect prevention culture.
- Providing the necessary resources to meet and monitor the Quality objectives and targets.
- Providing the training and development of our employees to foster our vision and culture.
- Engaging with employees to obtain feedback to help identify opportunities for improvement.
- Providing the right tools, systems and processes.
- Forecasting and planning to meet our customers' needs.
- Communicating the Quality system to all persons working under control of the company to ensure that they are aware of their individual quality obligations.
- Making this Policy readily available to any interested party if requested and via our Company Intranet and web site.

Management shall review this policy annually to ensure it remains relevant to our business and stakeholders.

Codan's Quality, WHS and Environmental Management systems operate as an integrated Management System for the business.