

## Company Policy

The purpose of Upskills Qld overall Company Policy is to achieve the Company Vision and Mission. The Policy (Company Policy, Quality Policy and OHS Policy) will be used as guidance in setting and achieving our objectives and is the basis of conscious and controlled decisions and tasks. Upskills Qld is committed to quality training products and services delivered in a professional, effective and safe manner to the satisfaction of our customers. To ensure a structured approach and clarity, a plan of objectives (Improvement Program) is maintained.

As a team Upskills Qld will work together to continually develop and improve the management system that enables us to achieve this commitment. We therefore welcome and encourage recommendations from all staff to improve our business. We also expect and require compliance of all staff to our management system so that we can achieve these commitments.

### Upskills Qld's "Local First" Policy Statement

Upskills Qld has a "Local First" policy and is committed to supporting local business and the local community. Where operational and financially viable Upskills Qld will always source and utilise local products and services from local suppliers.

### Objectives

The Policy embraces the following key principles:

- Business Management System (QMS)
- We are committed to conducting our business in a manner that meets our legal, statutory and ethical obligations within the community;
- The QMS will be continually reviewed and improved.
- We will maintain the RTO master file.

Details on company objectives, targets, goals and KPI's are all contained in Upskills Qld's Improvement Program. The Improvement Program is reviewed during Management Review and subsequently communicated to staff.

### Quality

- We will Maintain ISO9001 Certification and consistently produce high quality products and services.

### Safety

- We will Maintain ISO45001:2018 Certification and will deliver our products safely to our staff, clients and the public.

### Environmental

- We will be Environmentally conscious in all our endeavours.

### Profitability

- Upskills Qld will be a worthwhile investment for Upskills Qld stakeholders.

### Customers

- Upskills Qld will supply our products and services specific to each customer's needs in a responsive and professional approach.

### Staff

- Upskills Qld will retain the best quality staff we can afford.

### Legislation

- Upskills Qld will conduct all training and associated services in accordance with the standard.

Approved by: Brian Abrahamson (Managing Director)

Signature:



Date: 01/11/2024