

## QUALITY POLICY

CoreStaff started operating in 2008 to deliver flexible, customer focused labour hire service within the mining and blue collar industries.

Fast forward to 2018, CoreStaff has 11 branches, has diversified its client base and is now part of the CGH Group encompassing executive recruitment, labour hire, workforce management and HR consulting services throughout Australia.

Our success comes from;

- having astute business and financial acumen
- being agile, adaptable and responsive in a fast paced, ever changing environment;
- our commitment in fostering good relationships, being accessible, transparent and open in our dealings;
- having an experienced, knowledgeable, passionate team and recognising that the people in our business are vital to our success

We are not, nor do we want to be, a faceless behemoth recruitment company. We want to make it easy for customers to do business with us, therefore we believe in less bureaucracy and more activities of significance that benefit our customers whilst ensuring adherence to statutory requirements and subsequent certification.

The principles of Quality Management are integral to our continued viability and growth. We have developed and implemented a Quality Management System that suits the context of our business and satisfies applicable requirements of ISO 9001:2015 standard.

We are committed to;

- identifying and managing risks and opportunities to our business;
- understanding and meeting the needs of our customers and interested parties;
- satisfying all applicable requirements and complying with relevant laws and regulations;
- establishing objectives, control and accountabilities for all relevant functions and processes
- monitoring and measuring our performance so we can identify and implement improvements
- reviewing and continually improving our system so it's efficient and effective;
- assisting our teams achieve the required standards and objectives applicable to their role through training and development

This will be achieved through our senior managers' commitment to;

- demonstrate how the system supports activities relating to customer satisfaction and therefore the overall success of CoreStaff and the CGH Group.
- communicate the value and importance of conforming to the system's requirements
- regularly review the system in order to maintain its suitability and effectiveness

Through the use of these guiding principles everyone in CoreStaff is accountable for the quality of their work in fulfilling customer needs and expectations with best-in-class solutions and services.

Rob Blenkinship



CEO