

Quality Policy

October 2018

Focusing on quality in everything we do delivers a great customer experience and improves our performance and efficiency. Our Quality Policy supports our vision and sets out how, together, we deliver it as business as usual.

We will:

- Operate safely and with integrity, doing the right thing in everything that we do;
- Provide a high quality service that our customers can rely on, making it easy for them to get their enquiries resolved;
- Keep our promises;
- Work in partnership with our customers, regulators and suppliers;
- Engage our people and those who work with us using our Quality Policy, seeking continuous improvement;
- Use our Quality Management System to drive business improvements;
- Ensure that we have processes in place to enable compliance with our Internal Control Manual and our legal, regulatory and other relevant obligations; and
- Stimulate and encourage innovation, to improve the quality of our services.

We will do this by:

- Setting clear targets and objectives that deliver continuous quality improvement, helping us achieve our vision;
- Publicising key elements of performance;
- Proactively monitoring our compliance and performance and that of those who work with us, dealing with any issues that we find;
- Using customer quality and insight information to improve performance and embed a customer-focused culture;
- Providing our people with clear responsibilities, the right tools for the job and clear policies and procedures and investing in their training - enabling them to maintain competence and do their job safely and effectively;
- Developing and investing in the right technology to deliver great performance;
- Auditing our performance against our Quality Management System and our regulatory obligations, taking action where we find issues;
- Regular performance reporting to our Management and Executive teams; and
- Reviewing this policy every three years.



Steve Mogford
Chief Executive