



# QUALITY POLICY

Kinetic IT is passionate about building and fostering genuine and enduring relationships with our customers, crew and the communities where we work and live. We understand that key to our long-term success is an unwavering commitment to meeting and exceeding our stakeholders' expectations.

As a leading Australian-owned technology services business, we're committed to achieving excellence in all aspects of our business through the alignment of our systems of work with our organisational strategy and objectives.

The Company, its Managers and Leaders are dedicated to delivering high quality and value-enriched outcomes for all stakeholders, and will achieve this by:

- Developing and maintaining authentic relationships with our current and prospective customers that are grounded by respect, transparency and trust
- Delivering solutions tailored to our customers' needs by utilising our specialised resources and capabilities Encouraging participation and promotion of quality responsibilities by all staff through guidance, education, training and effective communication
- Measuring our impact and reporting on the quality of services we deliver and our alignment to our customers' needs Implementing and continually improving practices to enhance service and operational performance to achieve desired results
- Undertaking regular reviews of the Quality Management System and ensuring quality outcomes are embedded across the organisation.

We are about teamwork and believe all members of our crew can contribute to delivering quality outcomes. We empower our people to seek better ways of working through:

- Being aware of, applying and continuously improving operational procedures and practices
- Sharing knowledge and information on good working practices
- Assessing workplace activities and identifying, communicating and managing risks
- Actively participating in improvement programs to transform our services.

Kinetic IT's commitment to quality manifests in the certification of our Quality Management System to the international standard ISO 9001:2015.

**Michael North**

Chief Executive Officer

**Rhoda Phillippo**

Chairperson