

# QUALITY POLICY

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## Our Quality Management Vision:

At Fintran, we believe that being quality-conscious and customer-focused is critical to the success of our business. We strive to be recognised as an industry leader of high standing and integrity, delivering superior value for our customers and people.

## To achieve this, senior management will:

- Maintain and continuously improve our Quality Management System
- Ensure that all employees and contractors receive appropriate instruction and training to fulfil their individual quality management responsibilities
- Continuously improve our systems and processes for delivery of products and services of the highest standards and ensure customer needs are met and their satisfaction assured
- Consult with and promote active participation of employees in the management of the quality of their own and others work
- At least annually, establish quality objectives and targets and implement programs to achieve them
- As a minimum comply with relevant legal and other requirements
- Ensure that we have the resources and skills necessary to achieve our quality standards
- Identify and implement corrective and preventative control measures to eliminate the cause of actual or potential non-conforming products or services
- Incorporate quality performance in the annual appraisal of employees and contractors and recognise accordingly
- Formally monitor, audit, review and report at least annually on our quality performance against defined objectives
- Require that companies providing contract services to Fintran manage their quality performance in line with this Policy
- Ensure this policy is communicated, understood and successfully implemented by all Fintran employees and contractors.

This policy was developed in consultation between management and workers and provides the foundation of our quality management activities.



Matthew Slavin  
Chief Executive Officer  
Fintran Australia Pty Ltd  
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