

# Quality Policy Statement

## RGF Staffing ANZ Group Policy Document

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At RGF Staffing ANZ quality is fundamental to our business because we value our customers and all other stakeholders. We strive to provide products and services that meet and exceed customer expectations, while complying with applicable legal, regulatory, and customer requirements.

Our business operates through multiple brands with different processes, risks, and operational needs. Each brand is responsible for managing its own quality processes and controls, supported by a central governance framework that provides oversight, consistency, and strategic direction across the group.

The group sets quality policies, principles, and governance requirements to promote consistent risk management, compliance, and continual improvement. Brands align with these group requirements while maintaining local Quality Management Systems suited to their specific activities.

To support the effective operation of quality management across the business, the following practices are applied, as appropriate:

- Collection, analysis, and evaluation of customer feedback and satisfaction
- Selection, evaluation, and monitoring of suppliers and service providers
- Ensuring employee competence through training, development, and awareness
- Periodic internal reviews and audits of processes and controls
- Management review at both brand and group levels of performance, audit outcomes, risks, and customer feedback

Documented information supporting quality management is maintained, controlled, and made available to relevant employees through approved internal systems.

Management has ultimate responsibility for quality. All employees are expected to understand and fulfil their responsibilities within their areas of work to ensure quality is embedded across the organisation and continually improved.



Brent Leahy  
Chief Executive Officer