

# QUALITY POLICY

## Purpose & Strategy

Data#3's core purpose is to enable our customers' success and Data#3's vision is to harness the power of people and technology for a better future.

Our strategy is to enable our customers' digital transformation by creatively evolving our solutions capability.

Data#3's commitment to our customers' is embodied in this Quality Policy with every person working in or for Data#3 responsible for taking active steps to ensure our commitment to our customers and quality is fulfilled.

## Scope

This Quality Policy covers all activities, products and services of Data#3's operations within Australia and our overseas offices and services. The Policy has been developed with consideration given to customer requirements and expectations, international standards, legislation, and Data#3's vision and core values.

## Commitment

We fulfil our commitments for service, quality, cost, delivery, and customer satisfaction by:

- Maintaining a quality management system certified to ISO 9001:2015 Quality Management Systems
- Aligning and maintaining our Quality Policy and commitment with the context of the organisation, our core values, strategic, operational and performance planning frameworks
- Ensuring our Quality Policy is communicated, understood, and applied within the organization and is available to relevant interested parties, including customers, contractors, sub-contractors and employees
- Identifying, understanding, and satisfying customer, legal and other requirements applicable to our business activities and services
- Establishing measurable quality objectives for meeting customer requirements and driving and improving performance
- Establishing and enhancing processes to support Data#3's quality commitment, including but not limited to, goals and planning, responsibilities, resources, communications, operational processes, monitoring, audits, reporting, reviews and customer feedback
- Enabling staff awareness, competencies, creativity, empowerment, and accountability for our Quality Policy through strong leadership, commitment, effective programs, and application within the organisation
- Preventing, detecting, and responding to incidents that may lead to property damage, process losses, and services and product quality impacts
- Driving continual improvement and innovation based on well-defined outcomes, smart business processes, thought leadership, best practice, and enhancing customer satisfaction.

Data#3 Limited is a Quality Certified Company to the International Standard: AS/NZS ISO 9001:2015 Quality Management Systems, holding Sci Qual International Certification Number 5725 expiry date 31st August 2024. Our QMS consists of company policies, standards, procedures, guidelines, and business documented information. Since its original ISO 9001 QMS certification in 1994, Data#3 Limited (DTL) has demonstrated its ability to maintain ISO 9001 QMS certification and in providing market-leading business technology solutions.

We fulfil our commitments and enable customer success and exceptional performance by investing in Innovative Solutions, Remarkable People and Organisational Excellence, which are delivered through our Solutions Framework. Our commitment to quality is an ongoing process of improvement that strives to deliver consistent, reliable, and accurate products and services from every level of the organisation.

Laurence Baynham



Chief Executive Officer and Managing Director, Data#3 Limited

