

## QUALITY POLICY

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### Policy

The Quality Policy outlines the scope of the management system. It has been developed to establish Artius's commitment to quality, establish key objectives for the business and ensure client satisfaction.

### Objective

The Executive Management team at Artius are committed to achieving independent third party certification against business relative quality assurance standards to ensure compliance and facilitate continuous improvement of business operations.

The **Artius Quality Management System (AQMS)** objectives are incorporated into the Artius Balanced Scorecard to embed them throughout the organization and are reviewed annually to ensure continued suitability.

The AQMS objectives are:

- Consistently provide services that meet customer's needs;
- Consistently provide services that meet statutory and regulatory requirements;
- Enhance customer satisfaction;
- Ensure Continuous improvement; and
- Provide assurance of conformity with customer, statutory and regulatory requirements.

The Executive Management team are committed to achieving independent third party certification against the standards to ensure compliance and facilitate continuous improvement of the AQMS.

### Scope

The scope of the AQMS applies to the Artius Group Pty Ltd and all actively trading subsidiaries and related entities including:

- Artius Pty Ltd;
- Artius Health Pty Ltd; and
- Artius Managed Services Pty Ltd.
- Artius Foundation

### Procedure

Artius aims to maintain certification against the AS/NZS ISO9001:2008 Quality Management Systems Standard to deliver assurance to our customers of the effectiveness of our systems to meet their needs and applicable statutory and regulatory requirements.

The Artius management philosophy is adapted from the Australian Business Excellence Framework 2011, and is aligned with the ISO9000 Quality Management principles.

The **Australian Business Excellence Framework** Implementation is an overarching framework that is focused on achieving operational excellence. Within the Artius Group it incorporates ISO9001, NDSS, NMHSS, and Quality Plan projects.

All elements of the Quality process can be found within the [Quality Manual](#) of Artius. This document is located on the Artius Intranet and can be accessed by all employees.



The AQMS identifies and documents the processes required for implementation and continuous improvement of the quality management system, including how the processes interact with each other.

Resources are assigned to plan, implement, monitor, measure, analyse and continuously improve the AQMS in accordance with the AS/NZS ISO9001:2008 Quality Management Systems Standard.

## Related Policies and Processes

[Quality Manual](#)