

Policy Owner: Chief Executive Officer

Standard Alignment: ISO 9001:2015.

Document Version: 2.0

Last Updated: 30th July 2026.

LGP Quality Policy

Purpose & Commitment

Local Government Procurement (LGP) provides integrated procurement, contract management, training, and consulting services that create and drive value for local communities. As a not-for-profit organisation and prescribed entity under section 55 of the *Local Government Act 1993* (NSW), LGP supports councils by providing procurement arrangements and related services that help meet local government needs.

The purpose of this Quality Policy is to define LGP's commitment to delivering high-quality services that meet customer expectations, statutory and regulatory requirements, applicable standards, contractual obligations, and the needs of relevant interested parties. This policy also provides the foundation for establishing, monitoring and reviewing quality objectives across LGP's Quality Management System.

LGP is committed to delivering reliable, compliant and high-value procurement-related services that support NSW councils, LGP contract panel suppliers, employees and other interested parties. We will achieve this through an effective Quality Management System based on the ISO 9001:2015 standard.

LGP's quality commitment is aligned with its purpose of creating and driving value for local communities and its strategic direction as an innovative leader, expert and champion in procurement solutions, training and consulting services.

Scope of the Quality Management System

This Quality Policy applies to LGP's activities that influence the quality of services delivered to customers and interested parties, namely NSW Councils and suppliers under LGP panel contracts.

The Quality Management System covers the planning, delivery, monitoring, evaluation and improvement of LGP's products and services, including:

- Procurement and contract management services
- Training services
- Consulting services.

Our Quality Commitments

LGP commits to:

1. **Customer focus** - understanding and addressing the needs of councils, suppliers and other interested parties, and using feedback to improve services and outcomes.
2. **Leadership and accountability** - LGP's Executive Team demonstrates accountability for the effectiveness of the QMS and promotes a culture of quality, compliance, integrity and continual improvement.
3. **Compliance** - meeting applicable statutory, regulatory, ISO9001:2015 and contractual requirements.
4. **Competence and resources** - appointing suitably qualified and experienced staff and providing the support, tools, training and resources needed to deliver services effectively.
5. **Quality objectives** - establishing measurable quality objectives for each business unit that are aligned to LGP's strategic direction, customer expectations and QMS requirements.
6. **Process approach and risk-based thinking** - applying structured processes, defined responsibilities, documented controls and risk-based decision-making to ensure services are delivered consistently and effectively.
7. **Evidence-based decision-making** - using reliable data, audit outcomes, customer feedback, risk information and performance results to support decisions and improve quality outcomes for our customers.
8. **Third party management** - working with suppliers, contractors, consultants, trainers and external partners in a controlled and collaborative way to support service quality and customer outcomes.

9. **Continual improvement** - identifying opportunities for improvement through audits, customer feedback, stakeholder engagement, business improvement activities, corrective actions, lessons learned and management review.

Framework for Quality Objectives

LGP establishes annual quality objectives for all business units. These objectives are designed to support customer satisfaction, compliance and operational performance.

Quality objectives will:

- be aligned with LGP's strategic direction and QMS scope;
- be measurable or capable of evaluation;
- have responsible owners;
- include monitoring or reporting arrangements;
- be reviewed through appropriate governance forums,
- be updated where changes occur to customer requirements, risks, services, processes, strategic priorities or regulatory obligations.

Roles & Responsibilities

The **Executive Team** is accountable for ensuring the Quality Management System is established, implemented, maintained and improved, and that this Quality Policy remains appropriate to LGP's purpose, context and strategic direction.

Business Unit Leads are responsible for applying this policy within their areas of responsibility, supporting quality objectives, maintaining relevant processes and records, addressing nonconformities, and implementing corrective and improvement actions.

All employees are responsible for contributing to the effective implementation of this policy, following relevant processes and procedures, maintaining accurate records, identifying risks or improvement opportunities, and supporting the delivery of high-quality products and services.

Communication & Availability

This Quality Policy will be maintained as controlled documented information and made available to all employees through LGP's internal SharePoint site. The policy will be communicated through appropriate channels, including onboarding, internal

communication and QMS awareness activities, so employees understand how their work contributes to the effectiveness of the QMS and the achievement of quality objectives.

This policy will also be made available to relevant interested parties including customers, suppliers and external stakeholders on LGP's website.

Note: This policy will be reviewed at least annually through the Management Review or at any time when significant organisational or QMS changes occur.

Version	Signatory	Title	Signature	Date
2.0	Luke Kenny	CEO		30/07/2026