

## Our Quality Policy

At Local Government Procurement (LGP) we provide fully integrated procurement services to create and drive value for local communities.

We are committed to satisfying the requirements of our customers and supply partners by providing best-in-class supply solutions, strategic procurement solutions and training products and services.

We intend to achieve this through a robust Quality Management System (QMS) based on the ISO 9001:2015 standard. This policy outlines our core principles for higher standards of excellence and meeting customer expectations, keeping a strong focus on local council's procurement needs, and supplier partnerships.

We acknowledge our responsibilities in meeting the needs / expectations of our customers and interested parties by:

- Meeting the agreed-upon service delivery quality goals.
- Proactively collaborating with customers and suppliers to resolve technical issues that may impact agreed upon service delivery.

We demonstrate our commitment to ISO 9001:2015 QMS through:

- Continual improvement of the QMS by ensuring the applicable regulatory requirements, risks and opportunities that can affect service delivery and the ability to enhance customer satisfaction are determined, addressed and the focus on enhancing customer satisfaction is maintained.
- Our leadership team demonstrating commitment to quality and fostering a culture of continuous service delivery quality improvement throughout the organisation.
- Empowering our employees by providing them with the resources and training necessary to excel in their roles and contribute to best-in-class quality services.
- Seeking feedback from our customers for the services we deliver.
- Promoting the use of a structured process approach and risk-based thinking.
- Providing the necessary resources to enable the effective implementation of this policy.
- Ensuring that the QMS achieves its intended results.
- Making informed decisions based on the analysis and evaluation of reliable data and information.
- Establishing partnerships with suppliers and interested parties to provide service delivery.
- Reviewing the Quality Policy to ensure it remains relevant and appropriate to the organization.

This policy is available on our company website and is accessible to our suppliers, customers, and any other relevant parties, whether directly or indirectly interested\*.

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