

Purpose

This policy defines TFT's commitment to quality and sets out the principles by which we establish, implement, maintain and continually improve our Business Operational Standards System (BOSS). This policy also provides the framework for establishing, reviewing and achieving quality objectives in support of TFT's strategic direction.

Scope

This policy applies to all TFT personnel and to all activities that form part of the delivery and support of TFT services. It applies across the organisation wherever the work is undertaken on behalf of TFT.

TFT's Commitment to Quality

At TFT, quality is fundamental to how we work, we are committed to delivering services that consistently meet client requirements and enhance client satisfaction. Our success depends on understanding client needs, delivering services in a professional, consistent and effective manner, and continually improving the way we operate. We are committed to acting ethically and in the best interests of our clients.

TFT maintains and continually improves its Business Operational Standards System (BOSS) as its quality management system in order to meet the requirements of ISO 9001:2015, support TFT's strategic direction, improve service performance and enhance client satisfaction. BOSS provides the framework for establishing, monitoring, reviewing and achieving TFT's quality objectives, and for operating and maintaining the quality management system effectively. This policy is communicated within TFT, understood by personnel, applied throughout the organisation, and made available to relevant interested parties as appropriate.

Commitments

Through BOSS, TFT is committed to:

- understanding and meeting customer, statutory, regulatory and other applicable requirements;
- maintaining effective processes, controls and documented information to support quality, consistency and compliance;
- using competent personnel and appropriate resources to achieve intended results;
- applying risk-based thinking and data-informed decision-making across operations;
- monitoring client feedback, process performance and business performance to identify opportunities for improvement; and
- continually improving the suitability, adequacy and effectiveness of the quality management system.

TFT will ensure that applicable client, statutory, regulatory and other requirements relating to its services are identified, understood and met.

Quality Objectives

TFT's quality objectives shall be aligned with our strategic direction and set at relevant functions and levels within the business. Quality objectives shall, where practicable, be measurable and shall be monitored, reviewed and updated through BOSS.

Supporting objectives, targets, measures, owners and review arrangements, shall be maintained within the relevant BOSS processes and records.

In setting and reviewing quality objectives, TFT will consider;

- the quality and consistency of service delivery;
- client requirements and client satisfaction;
- competence, capability and resource needs;
- process performance, documentation and operational control;
- opportunities for continual improvement; and
- risks and opportunities that may affect intended outcomes.

Responsibilities

Compliance with BOSS is mandatory for all TFT personnel. All TFT personnel are responsible for:

- understanding and fulfilling the requirements relevant to their work;
- following BOSS and contributing to the effectiveness of the quality management system;
- supporting TFT's commitment to client satisfaction and continual improvement; and
- identifying opportunities for improvement and escalating quality-related issues where appropriate.

Senior Directors are responsible for;

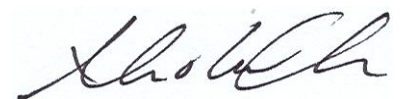
- providing leadership, direction and resources to ensure the quality management system is effectively implemented, maintained and continually improved;
- ensuring quality objectives are established and reviewed;
- ensuring the quality management system remains aligned with TFT's strategic direction; and
- promoting a culture of quality, accountability and continual improvement.

Review

Senior Directors shall review the suitability, adequacy and effectiveness of the quality management elements of BOSS at planned intervals and when significant changes require earlier review. Review activities shall include, as appropriate:

- internal audit results;
- progress against quality objectives;
- client feedback and client satisfaction information;
- process and business performance data;
- the status of actions for risks, opportunities and improvements;
- changes affecting the quality management system; and
- opportunities for continual improvement.

We remain committed to maintaining and improving to support excellent client service and sustained organisational performance. TFT remains committed to maintaining and continually improving the quality management elements of BOSS, to support excellent client service and sustained organisational improvement.

A handwritten signature in black ink, appearing to read 'Alistair Allison'.

Alistair Allison
CEO

