

**At Maxima, the quality and safety of our staff, Customers, contractors and the programs we deliver are integral to everything we do.**

To achieve our quality, safety and environmental objectives, Maxima is committed to:

- providing high standard of service and care to our Customers.
- promoting a positive culture of health and safety and is committed to eliminating injury as far as practicable by identifying and eliminating hazards and reducing health and safety risks.
- promoting sustainability and environmental awareness.
- support National Reconciliation.

This policy forms the framework upon which Maxima sets its business, quality and safety objectives, and is the driver for maintaining a robust integrated management system to provide the best Customer service and comply with all relevant legal and regulatory requirements.

## Maxima's Commitment to Quality, Safety and the Environment

Maxima produces an annual business plan with measurable objectives that apply to both the company and individual business units. When establishing our objectives, we ensure that the following quality features are incorporated:

1. **Efficient:** Maxima's services are cost-effective and structured to meet the objectives of increasing employment and community participation.
2. **Legal:** Maxima ensures compliance with all laws and regulatory requirements that govern its operations.
3. **Accountable:** Maxima is open and transparent with its Customers, workers, funders and other interested parties.
4. **Sustainable:** Maxima is environmentally responsible by reducing both direct and indirect environmental dependencies and impacts of our operations.
5. **Consultative:** Maxima listens to and actively engages Customers, relevant external organisations, workers and other interested parties in defining, delivering and improving services and maintaining their relevance.
6. **Integrated:** Maxima works with external organisations and individuals to share knowledge, avoid unnecessary duplication, and achieve better outcomes for Customers and other interested parties.
7. **Effective:** Services consistently achieve the desired result and seeks opportunities for continuous improvement.
8. **Competent:** Maxima strives toward continuous growth of our team and business capabilities, to be a leader in employment and disability services.
9. **Safe:** Services are provided in ways that prevents or reduces harm to Customers and workers.
10. **Accessible:** Services are provided in a convenient location, at suitable times, are affordable and equitable, are culturally safe & appropriate and can be used by all regardless of disability.
11. **Fair:** Services are equitable and tailored to meet community and Customer needs.
12. **Responsive:** Maxima actively seeks input and feedback from Customers and provides services that are relevant and flexible to meet the Customers differing needs and expectations.
13. **Inclusive and culturally sensitive:** Services are designed and delivered in ways that acknowledge and accommodate Customers culture, language, age, gender, sexual orientation, disability and ability.
14. **Coordinated:** Processes and services within Maxima are designed to complement one another for the benefit of Customers.

The objectives will be monitored regularly as per Maxima's Planning Framework.

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