

Globe Group aim to adhere to the guiding principles provided by the Private Employment Agents (Code of Conduct) Regulation 2005, which demands that we observe the highest standard of ethics and professional conduct, including honesty, equity, integrity and social responsibility in our professional business operation.

We are committed to providing high-quality, high-value recruitment and consulting services for permanent and temporary placements. We commit to delivering the best available candidates within the shortest possible timeframe to satisfy the client's requirements.

This level of quality is achieved through adopting a system of procedures that validates the company's competence to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment. This policy is provided and explained clearly to each worker by their appointed Manager.

To achieve our policy, Globe Group will:

- Maintain an effective Business Management System which complies with the Australian Standard ISO9001:2016 (Quality Systems).
- Strive to achieve and maintain quality, enhancing the company's reputation with customers.
- Ensure compliance with statutory requirements.
- Identify, Investigate, Report and Resolve all non-conformances and take action to prevent recurrences.
- At all times, endeavour to maximise customer satisfaction with the services provided by Globe Group and regularly seek client input and address opportunities for improvement.
- Periodically review and update the management system to meet changes in standards and delivery.
- Maintain a performance-focused culture that is challenging, disciplined, ingrained and integrated throughout the organisation.

Directors will ensure all staff utilise the Integrated Management System correctly.

A nominated Manager will be responsible for compiling, implementing, and integrating these requirements into our regular working processes and procedures and ensuring that systems and records are clearly defined, documented and maintained, with routine operations controlled by the Quality Assurance Coordinator.

We ask all personnel for their support and commitment to this policy.



Joey Birch
Director @ Globe Group

Date: 09 August 2023