



Quality Policy

- **Quality is an integral part of TIMG's Corporate Business Principles. These principles guide our actions to deliver products and services that are secure, compliant and preferred. They are essential for the achievement of our ambition to be recognised and trusted to offer products and services that meets and exceeds our customers' requirements.**

As a leading data archiving organisation, TIMG is committed to continuous improvement and providing services that satisfy customers' needs and expectations. TIMG has an established reputation for high quality service and customer satisfaction.

To demonstrate this commitment TIMG shall:

- Establish and review objectives and targets to ensure continual performance improvement
- Enhance customer satisfaction through the effective application of our Quality Management System and by aligning the requirements of all interested parties
- Meet the agreed requirements of our customers, vendors, staff, legal, statutory, and all other interested parties throughout the business operation
- Maintain all TIMG Management System frameworks, objectives and targets which are applicable to all TIMG business operations across Australia and review the requirements of all interested parties effectively
- Ensure all TIMG personnel and interested parties (internal and external to the organisation) are aware of and comprehend this policy, and understand their roles and responsibilities in achieving business objectives and goals.

At TIMG, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and we will ensure that the Quality Policy is reviewed annually and communicated to employees and third parties.

A handwritten signature in black ink, appearing to read "Cotterrell", is located in the bottom left section of the page.

Chris Cotterrell

General Manager
Reviewed 24 June, 2020
Issued 25 July, 2019