

2021
V1

**VARSIY TOWERS UTILITIES
MANAGEMENT RIGHTS PTY LTD**

**CONTINUOUS IMPROVEMENT
POLICY**

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1. Purpose

In this Policy, the expression “we”, “us” and “our” are a reference to Varsity Towers Utilities Management Rights Pty Ltd (ABN: 52 616 241 519).

Continual improvement is an essential part of our company ethos. Our continual mission is to ensure compliance, prevent and mitigate problems and identify ways to continually improve our standards of service.

2. Scope

The process of continual improvement applies across all sections of the organisation’s operations.

Continuous improvement is the responsibility of senior management who will:

- Promote awareness and encourage all staff to have a commitment to continuous improvement across all areas of the business
- Provide mechanisms for input and involvement of all staff and clients in identifying and implementing opportunities for improvement
- Act on information gathered both formally and informally from all relevant stakeholders

3. Data Collection

The following data and strategies will be used to identify continuous improvement opportunities and feed those in the process:

- Internal and external audits
- Industry feedback through industry consultation
- Management reviews
- Staff performance appraisals and exit interviews
- Record of complaints from customers and a review of how these were dealt with
- Records of risk identification and assessment
- Customer feedback forms and ratings

4. Continual Improvement Cycle

Continuous improvement aims to improve company performance over time. The continuous improvement cycle on which this process is based has four interrelated phases, often referred to as the Plan, Do, Check and Act cycle:

PLAN: Establish the goals and actions necessary to implement the actions needed to address the opportunity for improvement. Conduct a risk assessment on the planned actions to determine if the actions will result in an acceptable level of risk.

DO: Implement planned processes and allocate the appropriate resources.

CHECK: Monitor, measure and report the effectiveness of results.

ACT: If results were not effective, start again and seek alternative solutions.