

QUALITY POLICY

PURPOSE

The Respond Global Group, incorporating Respond Global Pty Ltd and Sotero Healthcare Pty Ltd, is committed to the provision telehealth services and medical staff to the resources industry, and emergency and disaster preparedness and response consultancy services to international organisations and governments, while adhering to the principles of ISO 9001:2015 Quality Management Standards.

We achieve this through maintaining:

- **Client Focus** – Understanding the unique needs of our clients and providing tailored solutions that meet and exceed their expectations.
- **Expertise & Professionalism** – Applying current healthcare knowledge, regulatory requirements, and industry best practices to all our services.
- **Continuous Improvement** – Monitoring, evaluating, and continually improving our methodologies, systems, and service delivery.
- **Compliance & Ethics** – Operating with integrity, transparency, and strict adherence to applicable legislation, accreditation standards, and ethical guidelines.
- **Capacity Building** – Empowering clients through knowledge transfer, training, and tools that support long-term success.
- **Staff Development** – Investing in the skills, qualifications, and well-being of our people to ensure they provide services of the highest standard.

SCOPE

This policy applies to all individuals within the organisation, including employees, contractors, suppliers, volunteers, and other stakeholders. At the Respond Global Group, quality is everyone’s responsibility.

OUR COMMITMENT

We are committed to setting and exceeding quality objectives that align with our strategic direction. The objectives are established, communicated, measured and reviewed at least annually or when changes to the business and system occur.

We are committed to meeting all requirements applicable to the delivery of our services, to ensure that services delivered are of a high standard and are fit for purpose. Requirements include meeting applicable statutory and legal requirements, as they relate to individual service areas.

This policy provides the framework for setting and reviewing our quality objectives. It is communicated to all staff, stakeholders, and clients, and is reviewed regularly to ensure its ongoing relevance and effectiveness.



Dr. Ian Norton, Managing Director

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