

## QUALITY POLICY

This document outlines our policy for Quality, including additional scope that the policy applies to, where appropriate.

### OUR PURPOSE

Critical to achieving our vision of being the preferred mining services provider is through operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001.

Senior leadership is committed to:

- ❖ satisfying all requirements by maintaining effective communications with our clients and ensuring that customer, and applicable statutory and regulatory requirements, are understood and consistently met or exceeded,
- ❖ continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction, are understood and addressed so that the focus on enhancing customer satisfaction is maintained,
- ❖ establishing and reviewing Quality Objectives as part of our continual improvement effort,
- ❖ delivering projects on time, safely, within specification and budget and ensuring all contractual obligations are met or exceeded.

### OUR OBJECTIVES

To achieve our vision, senior leadership and management will:

- ❖ take accountability for the effectiveness of the QMS
- ❖ ensure the quality policy and objectives established in the QMS are compatible with the context and strategic direction of the Company
- ❖ ensure Quality objectives have been set and are maintained as part of the QMS internal auditing and monitoring and management review processes, in order to enhance customer satisfaction
- ❖ promote the use of a process approach and risk-based thinking
- ❖ ensure that the resources needed for the QMS are available, including training, support and oversight
- ❖ communicate the importance of effective quality management and maintain the discipline of conforming to the QMS requirements
- ❖ ensure that the QMS achieves its intended results
- ❖ engage, direct and support persons to contribute to the effectiveness of the QMS, and
- ❖ promote improvement, professionalism and motivation of employees.

This policy will be communicated to all employees, sub-contractors and organisations working for BUMA Australia.

They are expected to co-operate and assist in the implementation of this policy, and will also ensure they execute their own work, so far as is reasonably practicable, without risk to themselves, others, or the environment.

**Colin Gilligan**

CEO BUMA Australia

Endorsed: 17/12/2021