

Quality Policy

As a customer-centric organisation, The Assetlink Group acknowledges that providing product and service excellence is our strength and sets us apart from our competitors. Whether internal or external, understanding customer and stakeholder needs and delivering beyond expectations through continuous improvement, are the foundations of sustained organisation success.

Our Commitment:

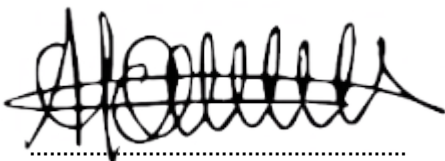
Assetlink commit to delivering superior levels of product and service that go beyond customer requirements through People, Process, Systems, Product and Service Management.

As an Organisation, we will:

- Set expectations for quality across the organisation through policy, plans and objectives.
- Understand the needs of our customers, translating their expectations into meaningful targets and monitoring performance against them.
- Develop processes and systems to deliver customer needs efficiently & effectively. Ensure adequate resources to deliver the desired outcomes.
- Build capability in our people to meet all agreed standards without risk to safety.
- Seek customer feedback to measure effectiveness of our Quality actions.
- Regularly undertake internal evaluation of our systems to ensure they in place and effective in achieving desired outcomes.
- Apply a systematic approach to Quality improvement, consistent with ISO9001.
- Comply with all applicable legal, regulatory, industry and corporate requirements.

As a Team Member, we will all:

- Acknowledge that service excellence in everything we do, is our way of life.
- Uphold our standards for service and quality to consistently improve customer experience.
- Challenge the way we work today, to set new standards for tomorrow.

A handwritten signature in black ink, appearing to read "Aurora Fonte", written over a dotted line.

Aurora Fonte
Managing Director – Assetlink Group
February 2022

A handwritten signature in black ink, appearing to read "Chris Dow", written over a dotted line.

Chris Dow
National Safety & Risk Manager
February 2022