QUALITY MANAGEMENT POLICY

Fourtrex provides specialised project delivery, pipeline infrastructure, dewatering, maintenance and field services to the mining, resources, civil construction, industrial and infrastructure sectors. We are committed to delivering **quality services, solutions and outcomes that consistently meet client requirements**, support stakeholder expectations and contribute to the long-term success of our business and partners.

Our HSEQ Management System incorporates quality management principles aligned with ISO 9001, as applicable to the nature, scale and complexity of our operations. Through the effective implementation of our management system, Fourtrex is **committed to continual improvement, customer satisfaction and operational excellence.**

To achieve this, Fourtrex will:

- Establish, implement and maintain a quality management framework aligned with the principles of ISO 9001.
- Understand and meet applicable client, statutory, regulatory, contractual and other compliance requirements.
- Maintain a strong customer focus by understanding client requirements, monitoring satisfaction and responding proactively to feedback.
- Build and maintain collaborative relationships with clients, workers, suppliers, subcontractors, business partners and other interested parties to support quality outcomes.
- Seek, review, and act on customer, partner, and stakeholder feedback to identify opportunities for improvement.
- Establish measurable quality objectives and monitor performance against those objectives.
- Promote leadership, accountability and active participation in quality management at all levels of the organisation.
- Apply a process-based approach to planning, managing and delivering services to ensure consistency, reliability and efficiency.
- Ensure workers are provided with the information, training, competency and resources necessary to deliver quality outcomes.
- Investigate non-conformances, customer complaints and performance issues, implement corrective actions and verify their effectiveness.
- Use performance data, audits, reviews, lessons learned and stakeholder feedback to drive continual improvement and innovation.

Quality management is integrated into project planning, operational delivery, assurance activities and business decision-making. We recognise that quality is achieved through understanding requirements, delivering on commitments, and continually improving our systems, processes and services.

All workers, contractors and business partners are responsible for supporting this Policy and contributing to the delivery of quality outcomes that meet or exceed customer and stakeholder expectations.

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