

# Quality Policy

Symal Group Limited

Date of adoption: 1/11/2024

## 1. Purpose and Scope

Providing high quality products and services consistently across all undertakings is fundamental to the satisfaction of Symal customers and community, fostering our dependable reputation. This policy communicates how Symal will aim to achieve these objectives.

## 2. Definitions

‘Symal’ means Symal Group Limited and all its subsidiaries.

‘Employee(s)’ means a full time, part time, casual or volunteer employee of Symal and includes contractors and agents of Symal.

## 3. Policy

Our commitment to high quality products and services include:

- Procuring and utilising industry-leading equipment and materials.
- Providing adequate supervision, resources, and controls.
- Collaboratively developing innovative methodologies to provide best-for-customer products and services.
- Document implemented methodologies to ensure assurance and conformity of processes.
- The development and review of targets and objectives to ensure that:
  - Leadership Commitment is felt within the workforce through active participation in the HIRAC process.
  - Communication and Consultation with the workforce is effective and promotes positive feedback.
  - Risk Management controls are implemented and assessed regularly for effectiveness.
- Working with our customers and supply chain to develop value management opportunities and reduce risks as far as reasonably practicable.
- Training and developing employees to achieve business objectives.
- Ensuring employees are informed and aware of their responsibilities.

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- Focus on creating long term partnerships with our existing clients through repeat business.
- Exceeding the expectations of our customers aligns to our company values and is part of our everyday work life.