

The GenusPlus Group (the parent Company) and its subsidiaries, provide an integrated service, via our operating companies, through resources, power, utilities, and communications sectors across Australia.

We exist to provide safe, trusted, and high value solutions to our stakeholders through our people, our culture, and our values. Our operating companies pride themselves as being a market leader and industry contractor of choice. Our success to date has been built on quality, reliability and excellent service provision. We recognise that providing our customers with the highest quality service is crucial to our continued growth and success.

Our objective is to provide the highest levels of work and product quality, customer satisfaction and reliability that meets or exceeds our customer needs.

To achieve this objective, we will:

- Drive high performance through leadership, accountability, engagement, and collaboration
- Establish, communicate and promote quality objectives, targets and strategies
- Provide an overall quality framework that ensures a consistent delivery of service, products and expertise
- Communicate to employees, contractors, visitors, volunteers and other interested parties on the quality requirements of the integrated Safety, Health, Environment and Quality management system
- Ensure reliable risk management processes, identify and fulfil quality applicable requirements.
- Establish and maintain relationships with clients and relevant stakeholders.
- Embed a customer focussed approach in which we work with our clients and relevant stakeholders to understand their needs and collect feedback on whether their needs are being met.
- Identify and fulfil legal and other requirements.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practice, and customer feedback.
- Monitor and evaluate quality performance of our Integrated Management System, to learn from and continuously improve our business, as outlined in ISO 9001 Quality Management Systems
- Deliver on what we promise, in everything that we do.

This applies to all our operations, team members, contractors, and visitors, who have a responsibility to implement this policy. Through this, we will ensure that we provide our product and services to the best of our ability, ensuring time, cost, workmanship, and quality meet or exceed our customer needs.

A handwritten signature in blue ink that reads "D. Riches".

David Riches
Chief Executive Officer
GenusPlus Group
Date: 06/09/2021