

QUALITY POLICY (SYN53)

Synergy Resource Management Pty Limited (Synergy) strives to fully integrate quality management into all aspects of its business activities to enhance customer satisfaction by meeting or exceeding customer expectations. This approach emphasizes understanding the customer's needs, considering the business process in terms of added value, obtaining the results of process performance and effectiveness, and continual improvement based on measurable objectives and targets.

This commitment is achieved through:

- ✦ Compliance with the applicable statutory requirements, codes, standards and industry guidelines;
- ✦ Defining roles and responsibilities for quality management;
- ✦ Implementing and maintaining an Integrated Management System in accordance with the requirements of ISO 9001:2016 Quality Management Systems to provide a framework that ensures the systematic management of quality throughout all operations, functions and locations; and
- ✦ Establishing measurable objectives and targets with the aim of eliminating defective work.

In order to implement the general provisions of this policy Synergy shall:

- ✦ Ensure quality management principals are included in organisational planning activities;
- ✦ Ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- ✦ Provide suitable systems of work and work environments to achieve the desired outcomes;
- ✦ Provide adequate information, training, instruction and supervision;
- ✦ Implement systems to identify the specified requirements or standards for nominated activities, processes, plant, materials, products and services;
- ✦ Implement systems to confirm compliance with the specified requirements or standards and identify non-conformance for corrective action;
- ✦ Ensure non-conformance with the specified requirements or standards are reported / investigated with corrective action implemented for rectification and to prevent reoccurrence; and
- ✦ Provide adequate resources to ensure that quality management is a central part of the organisation's activities, products and services.

A copy of the current Synergy Quality Policy will be communicated to all workers and shall be made available to all interested parties as a statement of the organisation's commitment to quality management.

This policy is applicable to Synergy in all its work operations, functions and locations and will be reviewed periodically to ensure that it remains relevant and appropriate.



Matt Sedon
Managing Director
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(Uncontrolled When Printed)