

QUALITY POLICY (SYN53)

Synergy Resource Management Pty Ltd (Synergy) is committed to fully integrating quality management into all aspects of its business activities to enhance customer satisfaction by consistently meeting or exceeding customer requirements. This approach emphasises understanding customer needs, applying a process based approach focused on added value, monitoring process performance and effectiveness, and driving continual improvement through measurable objectives and targets.

This commitment shall be achieved through:

- ✦ Compliance with applicable statutory and regulatory requirements, relevant codes, standards, and industry guidelines;
- ✦ Clearly defining roles, responsibilities, and accountabilities 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 structured framework for the systematic management of quality across all operations, functions, and locations; and
- ✦ Establishing and achieving measurable quality objectives and targets aimed at eliminating defective work and improving overall performance.

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

- ✦ Integrate quality management principles into organisational planning and decision making processes;
- ✦ Identify and address risks and opportunities that may affect the conformity of products and services and the ability to enhance customer satisfaction;
- ✦ Provide suitable systems of work and work environments to achieve intended outcomes;
- ✦ Provide appropriate information, training, instruction, and supervision to ensure competency;
- ✦ Implement systems to identify specified requirements, standards, and customer expectations applicable to activities, processes, plant, materials, products, and services;
- ✦ Implement systems to verify compliance with specified requirements and identify non-conformances;
- ✦ Ensure non-conformances are reported and investigated, with corrective actions implemented to achieve compliant rectification and prevent recurrence; and
- ✦ Allocate adequate resources to ensure quality management remains an integral part of the organisation's activities, products, and services.

This policy shall be communicated to all workers and made available to all interested parties as a statement of the organisation's commitment to quality management.

This policy applies to all Synergy operations, functions, and locations and will be reviewed periodically to ensure it remains relevant, appropriate, and effective.



Matt Sedon – Managing Director



Matt Smith – Executive Director

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