

Quality Policy



Purpose and scope: Applies to all PBA workers, contractors, activities, services and locations under our control or influence. We are committed to delivering quality outcomes that meet customer, statutory, regulatory and applicable requirements, and to continually improving our quality management system and performance.

Our commitments

- Meet applicable customer, statutory, regulatory and other requirements relevant to our work.
- Understand customer needs and deliver services and outcomes that are safe, reliable, fit for purpose and completed right first time.
- Establish quality objectives, monitor performance, learn from non-conformances and feedback, and continually improve our quality management system and performance.
- Promote competence, accountability and effective communication so quality requirements are understood and applied throughout our work.
- Apply risk-based thinking, planning, verification and review to support consistent delivery and customer satisfaction.

Roles and responsibilities

- **Board, SLT and managers:** Provide leadership, resources, planning, supervision and verification to integrate quality into work activities and decisions.
- **HSEQ Lead:** Maintain the quality management framework, support implementation, monitor performance, and drive reporting, assurance and continual improvement.
- **Workers and contractors:** Follow approved processes, specifications and controls, raise issues or non-conformances, and contribute to quality improvement.

How we deliver this policy

- Maintain our IMS manual (PBANZ-MS-01), including document control, planning, operational controls, competence, inspection and test activities, non-conformance management, corrective actions and assurance.
- Verify performance through monitoring, inspection, audit, review of results, customer feedback and management review.
- **Alignment:** This policy forms part of PBA's Integrated Management System (PBANZ-MS-01) and aligns with ISO 9001:2015, applicable legal requirements, and relevant customer and site requirements.
- **Integration:** This policy is implemented through PBANZ-MS-01 and supported by PBA's Health, Safety, Wellbeing and Environmental policies. It is communicated to workers and made available to interested parties where appropriate.

Vern Beleski

PBA General Manager

Quentin Varcoe

Chief Executive Officer