

Toll Group Quality Policy

Overview

This policy sets out Toll's position regarding our quality principles.

It covers our:

- Health, Safety, Environment and Quality (HSEQ) Management System requirements for alignment and compliance with our legal, regulatory and other requirements.
- Intentions regarding the quality of products and services in which we provide.
- Commitment to continuous improvement in HSEQ management and the responsibilities of employees, especially those in key roles, for maintaining the quality of product and services in which we provide.

Scope

This policy applies to all companies and other entities (including joint ventures) within the Toll Group (Toll) and their directors, employees, and contractors. It is also expected that all business partners, customers, suppliers and any third party that Toll engages with follow similar standards when working with us.

Principles

Toll will specifically undertake to:

- Maintain and comply with the requirements of our internal HSEQ Management System
- Comply with all applicable laws, regulations, and customer requirements; and where requirements differ ensuring the highest standard is implemented
- Continue to understand the requirements and needs of our customers and other stakeholders
- Focus on customer expectations by providing quality products, services, timely supply, and continued positive supplier relationships
- Provide adequate resources, information, and training programs necessary to enhance our knowledge regarding equipment, materials and methods to satisfy customer requirements and deliver on quality objectives
- Identify and implement corrective and preventative control measures to eliminate the cause of actual or potential non-conforming activities, products or services
- Continuously improve the quality management process through monitoring, auditing, analysis, and review
- Communicate this policy to all our workers and interested stakeholders; and report on our quality performance openly and transparently
- Review and revise our Management System and policies periodically to ensure continued relevance to our activities

Breaches of this Policy

Employees who do not strictly comply with this policy will face disciplinary action which may include counselling, formal warnings, and termination.

Further Information

For further information contact your manager or Group Health, Safety and Environment.

This document can be found on the [Group Policy intranet page](#).

Thomas Knudsen
Managing Director
Toll Group
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