

QUALITY MANAGEMENT POLICY

Commitment

RTL are committed to maintaining or exceeding our client's specified quality standards for the services and products we provide.

Purpose

This policy sets out RTL's requirements for Quality Management. This policy applies to all employees, contractors and interested parties.

Our actions

We will:

- Ensure compliance with relevant regulatory requirements, client requirements and applicable International/Australian standards
- Maintain our management system to ISO 9001 to provide employees and interested parties with leadership, guidance and instruction to ensure our service provision is consistent throughout RTL
- Ensure all personnel are aware of their responsibilities in delivering service and/or product quality outcomes to meet our clients' requirements
- Set quality objectives based on client, regulatory and other requirements, review performance regularly based on the set objectives and review objectives periodically for relevance
- Work with suppliers and other partners to set and meet quality objectives to continuously improve delivery quality
- Monitor and report quality performance to ensure continuous improvement aimed at risk reduction, eliminating defects and other non-conformances
- Manage non-conformances, feedback and complaints through early identification, notification, investigation and sharing of learnings across RTL
- Foster a culture of continual improvement and innovation and monitor client perceptions, levels of satisfaction and feedback

Owen Cavanough

General Manager

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