

## QUALITY POLICY

BAI Communications designs, builds and operates highly available communications networks – broadcast, radio, cellular, Wi-Fi, digital – for our customers across the globe.

The objective of this Quality Policy is to ensure that BAI Communications and its companies deliver a consistently high level of service throughout the business groups. BAI is committed to implementing and maintaining ISO9001:2015 to enable the delivery of the highest practicable quality services, reliability and consistency that meet our legal/regulatory and customers' requirements.

BAI Communications commits to:

- Clearly understand the current and potential future requirements and expectations of our customers.
- Work closely with our customers and suppliers to deliver their services and achieve our business objectives.
- Implement quality management in a systematic and planned way through the application of processes that align with the business plan.
- Train our people to contribute and achieve high quality work and performance.
- Foster the need for all staff to engage with, and contribute to, the quality management system.

Our approach in achieving these objectives is to improve systems and processes and to continually improve the way we manage our business and deliver services to our customers. One way in which this is achieved is through the Group Risk Management Framework which allows the business to present for management review the threats and opportunities that have been assessed against the Risk Matrices. This allows the leadership team (including the Audit and Risk Committee and the Board) to review and ensure the risk profile of the business is accurate and is focused on the correct mitigations to risks to appropriately support strategic directions.

This policy is the framework for setting and reviewing our quality objectives and we will measure for quality performance against this policy.

This policy shall be prominently displayed at all staffed work locations and available on the BAI Communications intranet. It is also available for public viewing on the web at [www.baicommunications.com](http://www.baicommunications.com)

Effective: 3<sup>rd</sup> day of July 2020



Igor Leprince  
Group Chief Executive Officer, BAI Communications