

# QUALITY MANAGEMENT POLICY



BAI Communications design, build, operate, and maintain communications networks – broadcast, public safety radio networks, cellular, Wi-Fi, digital – for our customers across Australia. We do this through a devoted internal workforce, and an extended group of contractors and first-in maintainers who operate nationally.

The objective of this policy is to ensure that BAI Communications deliver a consistently high level of service throughout the business.

BAI is committed to:

- Operating in a trusted and transparent manner that consistently meets or exceeds our legal/regulatory quality, reliability and consistency standards set by our customers' and stakeholders; &
- Continuously improving the operations, products and services we provide.

We will achieve this by:

- Engaging with customers and stakeholders to clearly understand their current and potential future needs and expectations.
- Working closely with our customers and suppliers to effectively deliver required services whilst achieving our business objectives.
- Implementing and maintaining a quality management system that is based on ISO9001:2015 and aligned to our business strategy.
- Establishing metrics, targets and reporting structures to support effective monitoring of quality performance.
- Ensuring we effectively define, communicate and manage our quality expectations with our people, suppliers and site sharees.
- Providing and managing resources (including people, infrastructure and work environments) so that our objectives can be achieved effectively, and quality incidents can be investigated and rectified.
- Developing efficient business processes that remove wasted effort in our operations, attention to detail, and responsiveness to customer priorities.
- Creating a culture that enables outstanding business results, creates customer advocates in our people, and empowers both employees and suppliers to contribute to the improvement of the quality management system.
- Providing training that supports our people achieving high quality work and performance.

This policy applies to all BAI Communications personnel, suppliers and third parties working on BAUI sites.

A handwritten signature in black ink, appearing to read "Peter Lambourne".

Peter Lambourne  
Chief Executive Officer, BAI Communications  
Effective: 1<sup>st</sup> day of June 2023