

QUALITY POLICY

This document outlines the Downer policy for enterprise-wide quality, incorporating the delivery management of projects, asset and facilities maintenance services, manufactured products and services; operating internationally, predominantly in Australia and New Zealand.

OUR PURPOSE

Our purpose is to enable Downer to be an industry leader, maintain the confidence and trust of our customers and partners, and deliver projects, products and services right first time, within budget, and to schedule, by:

- establishing quality requirements
- evaluating performance to requirements
- managing non-conformance and continuous improvement; and
- implementing and maintaining the enterprise quality management system.

OUR OBJECTIVES

To achieve our purpose, in harmony with Downer's Purpose, Promise and Pillars, we will:

- define the quality strategy
- operate in accordance with our [10 Quality Principles](#)
- define clear quality requirements, controls and plans that are measurable and verifiable, and meet the needs and expectations of our customers
- analyse if the performance of quality plans has been achieved
- define and monitor performance indicators, including customer satisfaction and contract retention, to ensure we meet our quality objectives
- ensure a continuous improvement framework is established and utilised to identify, manage and share Downer cross-divisional solutions and initiatives
- ensure timely treatment of non-conformance to an acceptable level of risk, while maintaining a culture of transparency where reporting of non-conformance is encouraged, proactively managed and supports a learning environment
- administer and provide governance for the enterprise quality management system to manage content, business processes and compliance
- ensure the enterprise quality management system complies with ISO 9001 and other relevant standards to drive consistency and improvement
- evaluate the performance of the enterprise quality management system's on-going effectiveness and applicability; and
- apply the enterprise quality management system to our supply chain management with ongoing development and performance evaluation, partnering with customers, suppliers and subcontractors with compatible, robust systems and processes.



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