

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 outlines RTL's approach to Quality Management, establishing clear requirements to ensure the organisation consistently delivers products and services that meet or exceed the expectations of clients, regulatory authorities, and other stakeholders. It also reinforces RTL's commitment to effective risk management as a key aspect of quality assurance.

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
- 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 and promote a culture of continual improvement and innovation

Owen Cavanough

General Manager

April 2026



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