1. POLICY SCOPE

This policy applies to all workers, interested parties, and our supply chain who affiliate with Neumann Steel in any capacity. This policy is aligned with ISO9001 Quality Management Systems.

2. POLICY PURPOSE

The purpose of this policy is to clarify Neumann Steel's decisions and position relating to the quality of all production activities and inputs. The company recognises Quality as an essential element that supports continued success in the industry and establishing leadership in the residential and commercial markets.

In fulfilling our Quality promise to our customers, the company has developed, implemented, and maintained a Quality Management System that conforms to ISO 9001:2015 requirements to support its overall strategic direction.

3. POLICY STATEMENT

Our Quality Policy is based on the following driving principles:

- **Customer Focus:** Our success depends on understanding and fulfilling our customers' needs. We are committed to delivering products and services that consistently and timely meet and exceed their requirements and expectations.
- **Compliance:** We adhere to all applicable interested parties and legal and regulatory requirements that affect our products and services. Our processes are designed to ensure compliance and minimise risks to our customers and stakeholders.
- **Continuous Improvement:** By setting Quality objectives and targets, we monitor and measure our process performance in key activities and identify opportunities to make informed and effective decisions to improve the effectiveness of our Quality Management System and its processes.
- **Innovation:** We seek to review the latest technology advancements that do not compromise on quality.
- **Employee Involvement and Skills:** We encourage all employees' active participation in quality and improvement initiatives and are committed to developing their skills and competencies to meet internal and external customer requirements.
- **Communication & Consultation**: We encourage feedback from our customers, employees, and other stakeholders to identify areas for improvement.

This policy will be communicated to all employees and when requested to stakeholders or interested parties. This Quality policy statement is controlled by inclusion into the company's integrated management system, which is subjected to regular management reviews for continuing suitability and effectiveness.

Kathy Bartley
General Manager
13/03/2026