

QUALITY POLICY

CONTEXT

This Quality Policy applies to Hyne Timber, as a part of the Hyne Group – a collective of wood processing businesses with a dedication to quality – and provides a framework for our quality objectives.

PURPOSE

The Quality Policy sets the underpinning commitment to quality and establishes the quality principles within which Hyne Timber operate to support the achievement of our strategic business objectives.

OUR VISION

Innovating timber to enhance the lives of our customers, our communities, and our people.

OUR COMMITMENT

The Hyne Group is committed to maintaining industry leading standards of product quality and customer service. We recognise that a quality management system (QMS) is an essential component to achieving our strategic and operational objectives and are committed to the continuous improvement of the QMS.

Our Quality Principles

Our Quality Policy supports our Vision and our strategic business objectives. To achieve our objectives, we will:

- Maintain a customer focus. We strive to put our customers at the centre of our business, we understand their needs and provide solutions to those needs, not just products.
- Support quality focused leadership, and encourage participation by all employees in the achievement of our objectives.
- Provide sufficient resources to achieve our quality commitments.
- Establish mutually beneficial supplier relationships, which provide mutual growth and financial benefits that create value for our customers.
- Utilise a systems approach, as we have learned that identifying, understanding and managing a system of interrelated processes contributes to the effectiveness and efficiency of our business.
- Promote continual improvement as a part of our daily activities and business planning cycle, using data and facts to inform decision making.
- Apply an enterprise risk management framework, as an understanding of risk in the pursuit of our objectives is a critical component of our planning processes and evidence-based decision making.
- Monitor, measure and evaluate performance, to identify opportunities for improvement at all levels of the Hyne Group.



RESPONSIBILITIES

Hyne Leadership Team

- Ensure Customer, Legal, and Regulatory requirements are understood, communicated and met.
- Establish and maintain this Quality Policy, quality objectives and key quality metrics.
- Conduct Management Reviews of the effectiveness of our Quality System and determine actions for continual improvement.
- Ensure the availability of resources.

Site/Function Managers

- Responsible for the understanding, implementation, and maintenance of our quality management system within their respective areas.

All Staff

All personnel are encouraged to:

- Initiate action to prevent the incidence of any product, process, or quality system related nonconformance.
- Identify and record any problems related to the product, process, or quality system.
- Initiate, recommend, or provide solutions through designated channels.
- Verify the implementation of solutions and recommend improvements.

A handwritten signature in black ink, appearing to read "Jim Bindon".

JIM BINDON
CEO, Hyne Group

September 2025