

At Apex we understand that quality is what creates reputation, referrals and repeat business. We recognise that maintaining high levels of service and care, as well as meeting relevant statutory and regulatory requirements, are essential to the ongoing profitability and success of our company.

Purpose

Apex is committed to continuous improvement. We will achieve this by:

- Maintaining a Quality Management System which provides a framework for continuously measuring and improving quality performance.
- Regularly gathering and monitoring our customer feedback.
- Providing continuous training and development opportunities for our employees.
- Conducting regular audits of our internal processes and/or any non-conformance trends.
- Having measurable quality objectives that reflect our business aims.
- Conducting regular management reviews of audit results, customer feedback and customer complaints.

Responsibilities

We recognise that the overall responsibility for quality management rests with management, who will be accountable for the implementation of this policy. These responsibilities include:

- Ensuring that all legislative requirements and compliance obligations (as defined in ISO 9001:2015) are met.
- Ensuring that all quality policies and procedures are implemented and communicated.
- Establishing and reviewing measurable objectives and targets to ensure continued improvement aimed at improving quality performance.
- Encouraging consultation and co-operation between management, employees and stakeholders in matters which may affect or impact on quality management.
- Providing adequate resources, materials and equipment to meet these quality commitments.

Apex employees also have responsibilities, which include:

- following all quality management policies and procedures; and
- understanding their responsibilities within their own areas of work to help ensure that quality is ingrained within the company.



General Manager

1 November 2025

Date