

## QUALITY POLICY

### PURPOSE

Primero is committed to continuously improving all aspects of our business on a consistent level ensuring our internal, and external stakeholder requirements are met and where possible exceeded on a regular basis. This Policy applies to all Primero personnel, contractors, and visitors affiliated with Primero across all projects and operations.

### OUR AIM

- Commit to and promoting the standard of AS/NZS ISO 9001 by continually improving our Integrated Business Management System (IBMS) and alignment with the Primero Charter.
- Demonstrate our commitment to our clients by operating with the upmost integrity in our dealings and delivering on the promises we make.
- Building proficiency within the business, ensuring the IBMS is created with continual improvement in mind, monitored on a regular basis, and communicated throughout Primero.
- Providing a standard of continuous improvement of the services we provide across all disciplines and products by ensuring a robust management review process is implemented.
- Strategically select and monitor the performance of our suppliers and subcontractors to ensure our commitments to our clients are met.

### OUR ACTIONS

- Integrated Business Management System (IBMS) - Continually improve by growing with experience and leveraging off the processes that exist.
- Quality Targets & KPIs – Aligning these with key stakeholder expectations, ensuring beneficial outcomes for all.
- Suppliers and Subcontractor Management – Prequalify, requalify, and monitor progress and performance. We will away look to strengthen our service offerings by establishing meaningful partnerships with our suppliers and subcontractors.
- Performance Development and Training – Ensure our people grow within the business, are provided with the opportunity to contribute to business performance and nurture the IBMS as a result of this.
- Management Review – Ensure business risk is mitigated, and opportunities are made a reality by ensuring a data driven decision making process exists.
- To develop a strong understanding of how our business utilises the IBMS and how it aligns to the relative project lifecycle and phases of our projects.



**Michael Gollschewski**

Chief Executive Officer and Managing Director