

## Quality Policy – Optima Investments and Subsidiary Companies

The Quality Policy supports the Optima Investments Group commitment to the continuous improvement of our quality management system in line with the established strategic direction and in compliance with the ISO 9001:2016 Quality Management philosophy of continuous improvement.

It is our commitment to recognize, understand and meet the quality standards expected by our customers and to be industry leaders.

Our commitment will be supported by the adoption of the following principle objectives:

- To continually satisfy the requirements of our customers.
- To continually improve all aspects of our business activities and performance and to establish objectives.
- To operate efficient service processes aimed at eliminating the causes of non-conformance whilst achieving our profit expectations and remaining competitive in the market place.
- To continually evaluate and improve our systems and processes and maintain compliance with AS/NZ ISO 9001:2016 Quality Management Systems Standard.
- To use the Quality Management System as a tool for achieving best practice outcomes across the organisations.
- To communicate with and involve our workers in the application of our policies and procedures and the ongoing improvement of our operations.
- To comply with relevant statutory and regulatory requirements relating to product compliance, company law and the health and safety of our workers and the protection of the environment.

We establish goals and performance indicators and by regularly monitoring and analyzing our results we will improve our business and continually confirm the effectiveness of our AS/NZ ISO 9001:2016 operating system for the benefit of our customers, our workers and the organisation.

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