



QUALITY POLICY

This Policy forms part of our Integrated Management System, commonly referred to as *The Downer Standard (TDS)* which sets out the policies, processes and standards to meet internal, external, compliance and industry requirements.

It is designed to support management commitment to excellence and quality and applies to the Downer Group; hereafter referred to as Downer.

OUR PURPOSE

Our purpose is to enable Downer to be an industry leader, maintain the confidence and trust of our employees, customers, partners and other key stakeholders through a well governed TDS that is embedded and assured throughout our strategic decisions and operational performance.

OUR OBJECTIVES

To achieve our purpose, consistent with Downer's Purpose, Promise and Pillars, we will:

- support Downer's strategy and objectives to deliver on expectations of interested parties
- adhere to The Downer Standard in accordance with our [10 Quality Principles](#)
- govern, maintain and continually improve The Downer Standard through assurance and feedback and ensure its ongoing effectiveness and compliance with accreditation, legislative and industry requirements
- communicate and engage with all key stakeholders and establish mechanisms for stakeholder consultation
- define clear quality related requirements, controls and plans that are measurable, verifiable, and meet the needs and expectations of key stakeholders
- apply our continuous improvement framework to identify, manage and deliver solutions that address business opportunities and risks
- ensure timely treatment of non-conformance to an acceptable level of risk, while maintaining a culture of transparency where reporting of non-conformance is encouraged, proactively managed and supports a learning environment
- ensure compliance to The Downer Standard for the selection, evaluation, management and performance of suppliers, sub-contractors and partners to enable quality expectations to be met; and
- incorporate effective risk management practices into our decision-making processes

WE BELIEVE

- Quality is everyone's responsibility and embedded in all we do.
- Positive behaviours drive excellence and quality.
- The Downer Standard is the one source of truth.
- Continuous improvement drives success.

Peter Tompkins

CEO and Managing Director
Downer Group