

## About this Policy

The Port of Brisbane is Queensland's largest multi-cargo port, providing a critical infrastructure asset for the State's long-term viability, economic development and performance. In operating as a successful business, we are committed to carrying out all our business activities in a sustainable manner by pursuing continuous improvement in all aspects of our business.

As part of our commitment to continuous improvement, customer focus and compliance with regulatory and statutory requirements, APH Group's Quality program is based on the following principles that identify, manage and evaluate our key business activities, and reduce process, people, health and safety risk:

## Planning

- Determine external and internal influences relevant to our purpose and strategic framework which consists of our Vision, Purpose, Values, and Pillars (four key themes known as the "4 Ps" - People, Planet, Prosperity and Partnerships).
- Include quality and continuous improvement considerations in all our decision-making.
- Demonstrate leadership and commitment to quality by ensuring an effective quality management system through the Business Management System.
- Provide adequate support and resources for people at all levels to fulfil their responsibilities.
- Implement quality systems, standards and processes to enable all activities to be carried out in a sustainable manner.
- Conduct regular reviews of the Group's performance and implement improvements as required.
- Continuously improve the Group's quality performance.
- Continuously improve the Group's quality management system through the Business Management System.

## Practices

- Meet quality standards in the Group's key activities.
- Assess the quality impacts of the Group's activities.
- Plan, design, and complete all activities in a way that reduces or eliminates risks and hazards and implements appropriate controls in accordance with our Risk Management Framework.
- Ensure compliance with quality standards, all applicable legislation, standards, regulations and codes of practice.
- Ensuring an effective quality management system that is certified and maintained in accordance with the following standards: Quality Management System ISO 9001, Occupational Health and Safety Management System ISO 45001 and Environmental Management System ISO 14001.

## People

- Appoint capable and experienced people to carry out work with a quality focus that aligns with the Business Management System and provide clarity on their responsibilities.
- Provide opportunities for our people to develop the appropriate knowledge, skills and behaviours to ensure that every activity or task is carried out with the utmost respect for quality.
- Specify the need for contractors to carry out their work in accordance with the Business Management

System and the requirements of this policy, and monitor compliance.

- Communicate with relevant key stakeholders about the Group's performance and critical activities.
- Focus on understanding customer requirements and enhancing customer satisfaction.

## Policy Review

As a Board approved document, this Policy is to be reviewed by Management annually, and by the Board at least every two years.