

## ▲ QUALITY POLICY

September 2025



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### Our Quality vision:

At Boom Logistics, our commitment is to satisfy our customers every time, delivering superior value through safe, reliable, and high-quality services. We strive for continuous improvement and aim to meet and exceed the expectations of our customers, employees, and shareholders.

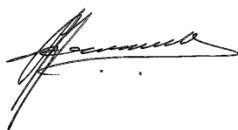
### We believe:

- Quality and customer satisfaction are fundamental to the success and sustainability of our business.
- We will be recognised as a top-performing company of high integrity, known for delivering exceptional value and quality services.
- Continual improvement and risk-based thinking are essential to maintaining the effectiveness of our Integrated Management System (IMS) and achieving our quality objectives.

### To achieve this we will:

- *Alignment with Standard:* Ensure our Quality Management System is aligned with AS/NZS ISO 9001, focusing on risk-based thinking, customer satisfaction, and continuous improvement.
- *Continuous Improvement:* Continuously improve our processes and systems for delivering services that meet the highest quality standards. We will seek feedback and learn from experience.
- *Customer Focus:* Ensure customer requirements are clearly understood, and we will deliver on our commitments by providing services that consistently meet or exceed expectations.
- *Training and Development:* Provide all employees and contractors with appropriate training, resources, and support to fulfil their quality assurance responsibilities.
- *Risk-Based Approach:* Adopt a risk-based approach to determine the type and scope of controls required to manage the delivery of services. We will identify risks and opportunities, and implement controls that align with our strategic objectives.
- *Monitoring and Performance:* Regularly monitor and measure our quality performance, tracking progress against objectives and performance indicators. This includes formal audits and reviews to ensure continuous alignment with our IMS.
- *Action Management:* Identify and address the causes of any non-conforming services through corrective and preventive actions to avoid recurrence and ensure continuous improvement.
- *Stakeholder Engagement:* Engage with employees, contractors, and suppliers to ensure service is actively managed and aligned with BOOM's standards and customer requirements.
- *Resource Commitment:* Ensure the necessary resources, skills, and technologies are available to achieve our quality objectives and continuously improve service delivery.
- *Regulatory Compliance:* Comply with all relevant legal, regulatory, and other applicable requirements as a minimum standard.

This policy was developed in consultation with management, supervisors and employees and will be reviewed again in September 2026.



**Lester Fernandez**  
Chief Executive Officer  
September 2025

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