

## QUALITY POLICY — Bayside Treeworks Pty Ltd

At Bayside Treeworks, quality is embedded in everything we do — from the way we plan a job to the way we leave a site. We are committed to delivering arboricultural services that meet or exceed the requirements of our clients, comply with all applicable standards (including ISO9001:2015), legislations, and all other requirements and reflect the pride we take in our work as an Indigenous-owned business.

To achieve this, Bayside Treeworks commits to:

- Providing arboricultural services that meet or exceed the standards prescribed in relevant agreements, contracts, industry codes (including AS 4373:2007), and statutory obligations.
- Understanding, monitoring, and responding to the needs and expectations of our clients to maintain their satisfaction and secure ongoing relationships.
- Establishing measurable quality objectives and targets and reviewing them at least annually.
- Continually reviewing and improving the effectiveness of our Quality Management System.
- Embracing innovation, new technology, and best practice in arboricultural techniques.
- Delivering projects on time, within budget, and to or above client expectations.
- Ensuring all employees, subcontractors, and visitors operate in accordance with this policy.

This policy is communicated to all employees and is available to interested parties upon request. It is reviewed annually by the Managing Director.

Date: 27<sup>th</sup> April 2026