MP01: Quality Policy

1. Purpose

This policy explains the ARB Group's commitment to ensuring its products and services conform to high standards of capability, reliability and quality (together, **high quality**).

This policy contains core requirements which must be complied with. It also contains guidelines to demonstrate ways that the core requirements can be satisfied.

The policy applies to everyone who works for ARB Corporation Ltd and its subsidiaries (**the ARB Group**), including employees, contractors and directors.

A breach of this policy may be sufficient reason for dismissal from employment without notice.

This policy is not intended to be complete or all-inclusive. The ARB Group relies on the good sense of its employees to behave in a proper manner and uphold the general principles outlined in this policy.

2. Core requirements

- **Staff are to treat customers respectfully and responsively and strive to provide them with the highest quality goods and services.**
- **The ARB Group's goods and services are to be of a consistently high quality.**
- **Quality management systems will be established and maintained to achieve these objectives.**
- **In providing its goods and services, the ARB Group will comply with regulatory and contractual requirements.**

3. General principles

The ARB Group aims to use the skills of its people and resources to meet the needs and expectations of its customers by providing goods and services of high quality and which are value for money.

The ARB Group's reputation and brand value is built on the ARB Group's ability to provide consistently high-quality goods and services to customers. It is therefore critical to the ARB Group's business that it has systems and processes in place to ensure that this high quality is maintained.

The ARB Group strives to achieve continuous improvement of all facets of its business and relies on the initiative of its staff to continue to develop and improve the ARB Group's quality system to achieve this.

4. Customer satisfaction

It is critical to the ARB Group's business that high levels of customer satisfaction are achieved. Customers will trust and prefer a brand that produces consistently reliable, high-quality goods and services. That trust will also be maintained when, if an issue does arise, it is handled effectively.

Customers are to be treated respectfully at all times and staff should strive to reply promptly and proactively to customer requests.

Customer complaints should be captured through a reporting system to ensure appropriate follow up of the complaint and to allow for further review and improvement of systems to prevent further complaints in future.

5. Quality management system

It is the responsibility of all staff members to take responsibility for delivering products and services to customers of a high standard and free of defects.

The ARB Group's manufacturing sites will have formal quality management systems in place and may seek formal accreditation from authorised bodies. Further information is available in ARB's Management System Manual.

Managers of non-manufacturing sites should review their processes regularly and implement appropriate measures to ensure high standards of customer service and quality of goods and services are maintained.

Issues identified should be reported though the ARB Group's corrective and preventive action systems to enable the sharing of information and development and continuous improvement of appropriate systems across the ARB Group.

6. Referral and investigation

Any employee who is aware of, or reasonably suspects, a breach of this policy should report it to their manager immediately for investigation. The manager is obliged to investigate the matter, and if necessary, refer the matter to the ARB Group's Legal and Commercial Manager for further investigation.

7. Breach of policy

Breach of this policy may result in disciplinary action being taken by the ARB Group. Such disciplinary action may in certain circumstances result in termination of employment including termination without notice.

8. Policy variations

The ARB Group may vary, replace or terminate this policy from time to time.



Lachlan McCann
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