

## Quality Policy

Cropline Group Pty Ltd is committed to delivering reliable, safe and compliant transport and logistics services that consistently meet customer, statutory and regulatory requirements.

Senior Management is committed to maintaining an effective process-based Quality Management System that applies risk-based thinking to all operational and support activities and ensures that appropriate resources are available to achieve planned service outcomes and customer expectations.

We recognise that quality is fundamental to safety, compliance and customer satisfaction, and that continual improvement of our systems and processes is essential to maintaining trusted relationships with our customers and stakeholders.

To achieve this, Cropline Group Pty Ltd is committed to:

- Understanding customer requirements and ensuring that services are planned and delivered in accordance with agreed specifications, site requirements and regulatory obligations;
- Applying risk-based thinking to identify, assess and manage risks and opportunities that may affect service quality, compliance and operational performance;
- Maintaining documented processes and procedures to support consistent service delivery, including scheduling, loading, transport, maintenance, and incident management activities;
- Monitoring and measuring service performance, customer feedback, complaints, defects and non-conformances, and using this information to drive corrective and preventive actions;
- Investigating non-conformances and incidents to identify root causes and implement sustainable improvements to systems and processes;
- Ensuring workers and contractors are trained, competent and aware of their roles in delivering quality outcomes;
- Promoting a culture of accountability, communication and continuous improvement across all levels of the organisation;
- Conducting regular management reviews to assess system performance, resource adequacy, compliance obligations and opportunities for improvement.

This policy is communicated to all workers and contractors through inductions, training and workplace communication, and is made available to customers and other interested parties as appropriate.

A handwritten signature in black ink, appearing to read "K. Sutherland".

**Kyle Sutherland**  
Managing Director  
Cropline Group Pty Ltd  
20<sup>th</sup> January 2026

