

Quality Policy

Onetide is dedicated to designing and delivering high quality, novel engineering solutions for efficiency and safety optimization, and rapid, accurate, cost-effective project delivery to organisations throughout Australia and the world. Our services and solutions will meet or exceed client's expectations. We are committed to the ongoing development of products to meet the ever changing and growing needs of our clients.

This is achieved through:

- Ensuring that our policies and procedure reflect what we actually do;
- Consideration of context of the organization and aligning the Integrated Management System with the strategic direction of Onetide;
- Satisfying customer and applicable statutory, regulatory, contractual and standards requirements;
- Establishing, applying, maintaining and continual improvement of the effectiveness of the Management System based on ISO 9001;
- Tracking and applying new technologies and educating employees;
- Regular communication with our client base to determine requirements and make decisions regarding software direction;
- Careful selection of suppliers;

Strategies will include:

- Measurable, realistic and achievable quality objectives which are reviewed at least annually. Objectives are agreed collectively and are accompanied by plans to achieve them and all relevant staff are aware of assignments, as applicable;
- Monitoring and managing non-conformances, corrective actions and improvement opportunities;
- Continual refinement of the development and feature release process;
- Ensure the entire IMS is reviewed at least annually for continuing suitability and effectiveness;

The IMS of Onetide is based on the concepts of the continuous improvement 'Plan, Do, Check Act' process.

This policy will be reviewed at the annual Management Review meeting and more frequently, as deemed necessary.

Signed: *R.L.Manley* Date 2 January 2025

Chief Operating Officer - Onetide Enterprises Oceania Pty Ltd