

QUALITY POLICY

ISSUE DATE
11 August 2026

POLICY OWNER
Board of Directors

STATUS
PUBLIC

Our Commitment

The Directors, Management and Staff of dbfb are committed to maintaining and continually improving our Environmental & Quality Management System (EQMS). Through the EQMS, we aim to deliver reliable, compliant and high-quality services that meet customer, legal, regulatory and business requirements, reducing environmental impacts and supporting the long-term success of the business.

Quality and environmental management are integral to our strategic direction and day-to-day operations. We use the EQMS to enhance customer satisfaction, improve operational performance, manage risks and opportunities, and provide a framework for setting and reviewing our quality and environmental objectives.

We Will

- › Comply with applicable legal, regulatory and other requirements relevant to our activities, products and services.
- › Provide the resources, information, training and support needed for our people to be customer focused, accountable, commercially aware, team workers and innovative and able to fulfil their EQMS responsibilities.
- › Maintain and continually improve the effectiveness of our EQMS and the processes that support it.
- › Work collaboratively with suppliers and subcontractors to promote consistent quality, responsible practices and continual improvement throughout our supply chain.
- › Establish, monitor and review measurable quality and environmental objectives aligned with our strategy and the needs of relevant interested parties.
- › Protect the health, safety and wellbeing of employee, associates, customers and others who may be affected by our activities.
- › Deliver reliable, compliant and high quality connectivity, IT and telephony solutions and services that meet customer requirements and agreed service levels.
- › Prevent pollution, use resources responsibly and reduce environmental impacts where practicable, in support of our environmental and sustainability objectives.
- › Put customers at the heart of our decisions, listen to feedback and act on opportunities to improve their experience.
- › Communicate this policy across the business and make it available to relevant interested parties.
- › Apply risk-based thinking to decision-making, business resilience and the identification of opportunities for improvement and innovation.

Policy review: This policy will be reviewed periodically to ensure it remains appropriate to dbfb's purpose, context and strategic direction and continues to provide a framework for setting and reviewing quality and environmental objectives.

Signed:



Simon Pickering, CEO

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UNCONTROLLED IF PRINTED

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