

## Policy Commitments

Vulcan Energy is committed to exceptional quality, ensuring our products and services reflect excellence, exceed customer expectations, and uphold all relevant statutory and regulatory standards while driving continuous improvement across the organisation.

Vulcan Energy aims to achieve this by:

- Maintaining a robust quality management system aligned with ISO 9001 standards to ensure consistency, operational excellence and compliance with legal and regulatory standards
- Fostering a culture of quality and accountability by empowering individuals to strive for excellence and take responsibility for their contributions toward our corporate targets and collective success
- Proactively identifying and addressing quality-related risks and opportunities, through comprehensive risk management strategies and engaging with customers and interested parties to understand their needs, developing solutions, driving improvement and strengthening customer satisfaction
- Establishing measurable quality objectives and conducting regular assessments to ensure alignment with our evolving business needs and strategic direction
- Developing employee expertise and encouraging active involvement in quality management to ensure a workforce dedicated to excellence and continuous improvement
- Employing industry best practices to deliver high-quality products efficiently, competitively and on schedule
- Continuously improving processes, products and services through regular evaluation and innovative practices.

Vulcan Energy will comply with all applicable legislation, regulations and codes of practice.

## Responsibility and accountability

This policy will be reviewed annually and applies to all Vulcan Group directors, employees and any third-party workers employed at Vulcan operations.

The Chief Executive Officer of Vulcan Group is accountable to the Board for ensuring this policy is implemented and adhered to.



**Cris Moreno**

Managing Director and CEO

Reference	Approving Authority	Approved Date
PL-0305	Vulcan Board	28 May 2025