Quality Assurance Policy

1. PURPOSE

This Policy outlines **On Tap Services Pty Ltd's** commitment to ensuring that all products and services meet specified requirements and are delivered to the highest standards of professionalism, quality, and client satisfaction — in the most effective and cost-efficient manner, while considering relevant external factors such as climate change that may influence the organisation's ability to meet requirements.

2. SCOPE

On Tap Services Pty Ltd (OTS) delivers plumbing and electrical maintenance and minor works for commercial, real estate, industrial, and government clients across Western Australia. This scope applies to all activities undertaken from our Perth headquarters, within field vehicles, and across client sites. It also includes corporate support functions provided by **On Tap Holdings Pty Ltd** and extends to every worker, subcontractor, and outsourced process that may influence service quality, safety, or environmental performance.

3. OBJECTIVES AND IMPLEMENTATION

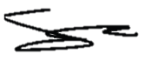
Our Quality Management System (QMS) is developed, implemented, and maintained in alignment with **ISO 9001: Quality Management Systems** and is driven by the following principles:

- Building mutually beneficial relationships with clients by understanding and delivering on their needs and expectations to support long-term success.
- Ensuring employees understand their roles, responsibilities, and how to competently perform the tasks assigned.
- Applying systematic risk-based thinking and preventative practices at all levels to ensure quality and reliability.
- Recognising climate change as a potential relevant issue that can affect organisational context, risks, and opportunities — and integrating this consideration into planning and decision-making processes.
- Driving continuous improvement and innovation through efficient business processes, performance monitoring, customer feedback, and lessons learned.
- Taking ownership and accountability for the quality of products, services, and workmanship.
- Actively engaging with clients to assess, meet, and where possible, exceed expectations.
- Establishing, measuring, and reviewing quality objectives and targets that promote continuous improvement and the reduction of rework and non-conformances, where reasonably practicable.
- Conducting regular audits and inspections of internal processes to identify improvement opportunities, implement corrective actions, and maintain system integrity.
- Employing qualified personnel and providing ongoing training, information, supervision, and resources to ensure competency and commitment to quality.

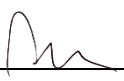
All personnel within On Tap Services are responsible for the quality of their work. The Company provides systems, training, and resources to support employees in achieving and maintaining these quality standards.

4. REVIEW

This Policy applies to all OTS operations and functions. It will be reviewed every two years — or sooner if required — to ensure it remains current, effective, and aligned with business needs, client expectations, and relevant legislative requirements.



Samuel Clark
Managing Director
23rd September 2025



Colin De Vincentiis
General Manager
23rd September 2025