

Quality Policy

Coates is part of Seven Group Holdings (ASX:SGH) and is Australia's leading equipment hire and solutions provider, operating across a range of markets including engineering, mining and resources, infrastructure, manufacturing, construction, agriculture and major events. With a national footprint of over 150 branches and more than one million pieces of equipment, we employ over 2000 highly skilled employees and contractors.

Coates operate across a range of markets including engineering, mining and resources, infrastructure, manufacturing, construction, agriculture and major events. This includes end-to-end solutions for temporary works, traffic management, water management, industrial shutdowns, maintenance, training services and events.

Coates is committed to providing consistent quality services and equipment in an effective and efficient manner to support our clients and customers requirements and agreed expectations.

To achieve effective and successful Quality Management, Coates is committed to:

- Maintaining ISO 9001 certification supported by a robust Health, Safety, Environment and Quality framework.
- Ensuring we identify and understand the context of our business and the needs of our interested parties.
- Ensuring that we identify, understand and put controls in place to manage our organisational risk.
- Setting, implementing, monitoring and reviewing quality targets and objectives that supports the achievement of our organisational vision and strategic plan.
- Ensuring that the products and services we deliver meet statutory and regulatory obligations, Australian standards, codes of practices and industry standards.
- Ensuring that our business processes and systems meet statutory and regulatory obligations, Australian standards, codes of practices and industry standards.
- Continually improving our products, services, business processes and systems to exceed best practice.
- Continually improving the quality of our fleet including its composition, availability and utilisation.
- Readyng and up skilling our workforce through leadership, training and development opportunities
- Identifying, reporting, investigating and resolving deficiencies and non-conformances and taking action to prevent recurrence.

A handwritten signature in black ink, appearing to read "Murray Vitlich", is written over a horizontal line.

Approved by: Murray Vitlich - CEO

Endorsed by: Coates Executive Leadership Team

Date: 6th March 2023