



Toll Group Quality Policy

Overview

This policy sets out Toll's position regarding our quality principles.

It covers our:

- Health, Safety, Security and Environment (HSSE) Management System requirements for alignment and compliance with our legal, regulatory and other requirements;
- intentions regarding the quality of products and services in which we provide, and
- commitment to continuous improvement in HSSE management and the responsibilities of employees, especially those in key roles, for maintaining the quality of product and services in which we provide.

Scope

This policy applies to everyone who works for, visits, or performs any duties on behalf of Toll in any capacity. This includes employees, contractors, subcontractors, and visitors.

Principles

Toll will specifically undertake to:

- maintain and comply with the requirements of our internal HSSE Management System;
- comply with all applicable laws, regulations, and customer requirements; and where requirements differ ensuring the highest standard is implemented;
- continue to understand the requirements and needs of our customers and other stakeholders;
- focus on customer expectations by providing quality products, services, timely supply, and continued positive supplier relationships;
- provide adequate resources, information, and training programs necessary to enhance our knowledge regarding equipment, materials and methods to satisfy customer requirements and deliver on quality objectives;
- identify and implement corrective and preventative control measures to eliminate the cause of actual or potential non-conforming activities, products or services;
- continuously improve the quality management process through monitoring, auditing, analysis, and review;
- communicate this policy to all our workers and interested stakeholders, and report on our quality performance openly and transparently, and
- review and revise our management system and policies periodically to ensure continued relevance to our activities.

Compliance and Implementation

It is the responsibility of senior management to ensure that this Policy is disseminated and fully understood at every level throughout Group.

All users must abide by the requirements set out in this policy. Users found to have violated or attempted to violate these requirements may be subject to disciplinary action, up to and including termination of employment. Additionally, Toll reserves all rights to take legal action(s), where required.



Breaches to this Policy

Users/Employees must report any alleged breaches of the above requirements to their managers, an Eligible Recipients (as defined in Toll Whistleblower Policy [Toll Whistleblower Policy](#) and to [Group Compliance](#). For serious breaches, including allegations of fraud and improper conduct, users are encouraged to contact the [Toll Disclosure Hotline](#).

All suspected breaches will be investigated, and appropriate disciplinary and remedial action will be taken.

Further Information

For further information on this policy please contact your manager, HSSE representative or your Human Resources representative.

This document can be found on the [Group Policy sharepoint page](#).

A handwritten signature in black ink, appearing to read "R. Reiter".

Robert Reiter
Group Managing Director
Toll Group
03 August 2026