

# QUALITY POLICY STATEMENT

SICE Pty Ltd and SICE NZ Ltd provide end-to-end tolling, tunnel, urban and interurban traffic, water and transport solutions, managing the entire lifecycle from technical consultancy and engineering to maintenance and operation. We focus on continuous improvement throughout our processes to ensure client deliverables are to the highest quality.

To meet our objectives, SICE management undertakes responsibility and provides active leadership in the management of quality with the committed participation of all managers, employees, and contractors.

## Policy Principles

SICE strives to continue to deliver projects ahead of schedule and within budget whilst exceeding the expectations of our customers by following these outlined principles:

- Create a SICE quality and learning culture of “Integrate quality into every step of the process”;
- Maintain and apply a quality management system appropriate to activities undertaken by the company and in accordance with ISO 9001 to ensure compliance with requirements, increased client satisfaction and the optimisation of processes and products;
- Actively promote continuous improvement to develop further the effectiveness of project delivery and professional business practices, applying learnings from analysing client feedback and information gathered from audits, processes and periodic reviews;
- Establish, plan, and review objectives aligned with this policy, while monitoring actions to ensure their successful achievement;
- Comply with applicable legislation and regulations and all other requirements that the company accepts or are relevant to the client’s requirements;
- Communicate, participate, and consult with stakeholders, staff, and contractors;
- Ensure the professional proficiency of all personnel by providing training, competency, and development opportunities;
- Provide the resources, infrastructure and human resources needed to achieve compliance with requirements;
- Involve and engage with our suppliers in the active commitment to improve quality; and
- Ensure that information is protected from the loss of:
  - Confidentiality: the unauthorised access, use or disclosure of information.
  - Integrity: the unauthorised alteration or changes of information.
  - Availability: the loss of timely and uninterrupted access to information or the loss for a system to be in a state to perform a required function.
- Compliance with the Australian and New Zealand Privacy Acts.

SICE’s management ensures that all employees understand their roles and the effect on product quality and therefore, customer satisfaction. As such, all employees, suppliers, and contractors are made aware that their contribution is important to SICE’s overall success in the Australia and New Zealand region.



Manuel González Arrojo, SICE ANZ Managing Director

## Document Control

This document is located at the SharePoint site - SICE ANZ Intranet: [SICE Policies Statements](#)

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|--|---|
| <b>Business Unit</b>                             | Health and Safety, Environment and Quality (HSEQ)   |
| <b>Policy Name</b>                               | Quality Policy Statement  |
| <b>Doc Number</b>                                | SICE-GEN-POL-00000-003  |
| <b>Issue Date</b>                                | 11 March 2025   |
| <b>Revision Number</b>                           | 08  |
| <b>Security Classification - Confidentiality</b> | <div>Proprietary</div> <p>Medium risk. All SICE ANZ Staff and Contractors are authorised to access this document. This document can be shared with authorised external organisations.</p> |

## Responsibilities

|             | Prepared             | Reviewed       |                              |                         | Approved               |
|-------------|----------------------|----------------|------------------------------|-------------------------|------------------------|
| <b>Name</b> | Claudia Sanchez      | Ibrahim Zurita | Pablo Ruiz                   | Emilio Marquez de Prado | Manuel Gonzalez Arrojo |
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| <b>Date</b> | 28/01/2025           | 04/02/2025     | 24/02/2025                   | 05/02/2025              | 11/03/2025             |

## Revision History

| Rev No. | Date       | Issue / Description  | Approved               |
|---------|------------|--|------------------------|
| 00      | 01/09/2017 | First version.   | Manuel Gonzalez Arrojo |
| 01      | 19/10/2018 | SICE quality and learning culture of “Integrate Quality into every step in the process” added.   | Manuel Gonzalez Arrojo |
| 02      | 12/08/2019 | General revision. Approved logo and colours used. Naming and numbering updated.  | Manuel Gonzalez Arrojo |
| 03      | 17/02/2020 | Scope of policy in the title change from SICE PTY LTD to SICE ANZ.   | Manuel Gonzalez Arrojo |
| 04      | 05/03/2021 | General revision, new corporate identity.  | Manuel Gonzalez Arrojo |
| 05      | 20/08/2021 | “Statement” category added to policy title. Confidentiality classification table is included in the Document Control section.                        | Manuel Gonzalez Arrojo |
| 06      | 23/08/2022 | Term “participation” was added.  | Manuel Gonzalez Arrojo |
| 07      | 09/08/2023 | General revision, template updated, and “ensuring that information is protected from the loss of confidentiality, integrity and availability” added. | Manuel Gonzalez Arrojo |
| 08      | 11/03/2025 | General revision. Clarification of purpose and context in the first sentence.  | Manuel Gonzalez Arrojo |

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