

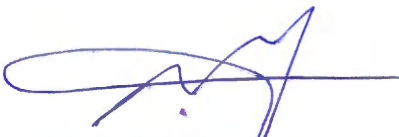
QUALITY POLICY

Mid West Ports Authority (**MWPA**) facilitates trade through the Port of Geraldton. MWPA is committed to conducting Port activities effectively, efficiently and to the extent possible, to ensure Worker, customer, community, and stakeholder satisfaction.

MWPA maintains and continually improves the effectiveness of a formal Quality Management System certified to ISO 9001:2015. The Quality Management System aims to enhance customer satisfaction and ensures the corporate social responsibility of MPWA for the impacts of its decisions and activities¹ on society, and the environment, through transparent and ethical behaviour. More specifically, MWPA:

- takes into consideration the needs and expectations of its Interested Parties;
- communicates Interested Party² feedback to its Workers;
- considers, and applies, applicable legal and regulatory compliance requirements within its business;
- ensures Worker participation in the continual review, consultation, and improvement of business processes whereby change is communicated and implemented, enabling Workers to deliver expected outcomes; and
- regularly monitors and reviews performance of the Quality Management System for the continual improvement, effectiveness and suitability of services provided for the benefit of MWPA's Interested Parties.

This Policy overrides any previous policy, procedure, or agreement, either written or verbal, relating to matters contained within.

A blue ink signature of Mr Noel Hart, consisting of a series of loops and a long horizontal stroke.

Mr Noel Hart, Chair

A black ink signature of Mr Damian Tully, featuring a large, stylized initial 'D' followed by a series of connected loops.

Mr Damian Tully, Chief Executive Officer

Date Approved: 20 March 2024 Board Meeting Resolution Number: 24/115/001

¹ Activities within MWPA includes services and processes.

² Interested Parties are those stakeholders who receive services, who may be impacted by them, or those parties who may otherwise have a significant interest in the organisation.