



GAIA RESOURCES

QUALITY POLICY

Gaia Resources is a consultancy that responsibly delivers sustainable technology solutions to make the world a better place.

Gaia Resources is committed to managing the quality of its service to ensure its customer requirements are met at all times and, where possible, exceed our customer's expectations by providing an excellent outcome by implementing our Quality Management System.

Gaia Resources will:

- Minimise the environmental impact of everything we do,
- Deliver the best holistic solution for our customers,
- Be responsible for our work,
- Understand and conform to the agreed requirements of our clients to enhance their satisfaction,
- Emphasise satisfaction of interested parties (stakeholders) as the primary focus of the Quality Management System activities and manage our relationships with our customers to obtain sustained success,
- Enhance our organisation's capability with competent, empowered and engaged employees at all levels through the company,
- Consult and communicate with employees and contractors and other relevant interested parties in matters relating to the quality, health and safety of their work environment,
- Identify, report, investigate and resolve all non-conformances and incidents and take appropriate action and place new controls to prevent recurrence,
- Treat external providers as integral assets of the company and work closely with them to meet our customers' needs,
- Ensure ongoing compliance with all relevant statutory and other obligations, standards, specifications and codes of practice as well as the requirements of the ISO 9001 standard, and
- Continually improve the effectiveness of the Integrated Management System taking into consideration forward planning and risk-based thinking.

To comply with our policy, our staff will receive adequate induction and training to enable them to follow our systems and procedures. This policy will apply to all employees and contractors and is reviewed periodically to ensure it remains relevant to the operations and activities of Gaia Resources.

Piers Higgs
CHIEF EXECUTIVE OFFICER

Andrew Dennison
CHIEF OPERATIONS OFFICER